



**Teleserver Memo Pro
Installation and Operation Manual**



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Teleserver Memo Pro Installation and Operation Manual

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**Teleserver Memo Pro
Installation and Operation Manual**



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1 USING THIS MANUAL

This manual was written for three groups of people: for end users (employees in any organization), those responsible for the purchase and system administration of Teleserver Memo Pro together with the company PBX (Managers, System Administrators, EDP- or Organizational Managers, etc.) as well as the professional installer.

a) For the user

This manual instructs you how to get the most out of Teleserver Memo Pro, whether you are at the switchboard, in a telephone team, work in a hotline or simply have an extension number. For quick access to the system, please see the instruction booklet "First Steps With Teleserver Memo Pro" and the detachable "wallet card."

b) For those responsible for purchase and system administration within the organisation

You are most likely the first person users come to when they need help. You thus have a large amount of influence in ensuring that the system is accepted quickly and used effectively.

Please distribute the booklet "First Steps With Teleserver Memo Pro" in your organization. Should you have more than 100 users, please order more booklets from SPEECH DESIGN (see fax form in the Appendix) or print the information from the enclosed CD-ROM. This CD-ROM also includes this Installation and Operation Manual in electronic form as a .pdf file (including the necessary software).

To become familiar with Teleserver Memo Pro, we recommend reading this manual carefully. Once you have begun working with Teleserver Memo Pro, the handbook can be used for looking up specific information.

c) For the PBX technician

Please give a short introduction to the system to the person in the organization who will be responsible for Teleserver Memo Pro, and ensure they have the complete documentation after installing the system.

Teleserver Memo Pro is capable of a wide variety of applications and settings which can be tailored to customer needs. This is why we recommend reading the complete Installation and Operation Manual carefully before installing Teleserver Memo Pro for the first time. Please pay special attention to Chapter 6 on installation. The enclosed integration notes should provide ample information about the PBX you are working with. Should you encounter difficulties during the installation, please call our SPEECH DESIGN offices.

 **Our tip:**
Store this manual close to the Teleserver Memo Pro unit. Usually, this is at the switchboard.



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General:

Texts beginning with  **CAUTION** mark important information. They warn against irretrievable loss of data or configurations.

 **NOTE** informs of information that is useful for installing and working with Teleserver Memo Pro.

You will find further tips and information in the help files marked with  **Help** in the various menus in Teleserver Memo Pro.

 **Our Tip:**

Let Teleserver Memo Pro tell you about itself. The system talks you through the functions with voice prompts. The enclosed booklet "First Steps with Memo Pro" gives a quick overview of the system and helps you start quickly.





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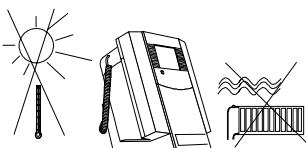
2 IMPORTANT SAFETY PRECAUTIONS

Teleserver Memo Pro is a modular peripheral system designated to be connected to a PBX. Any other use is not recommended and may result in a loss of approvals.

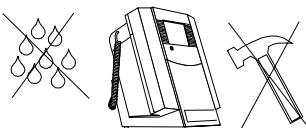
The system has been produced with great care and tested extensively. However, in applications where a technical failure can cause damage or harm, the use of this system is not recommended. The manufacturer will not be liable for any damage or harm following a technical defect or misuse, except when such liability is dictated by law.

Please observe the following safety precautions:

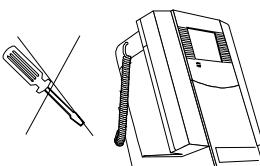
Please do not operate the system near hot objects (radiators). Protect it from direct exposure to sun.



The system should not be operated in a humid environment or come in contact with moisture. Hard mechanical shock can lead to malfunction or even permanent damage!



The unit may only be opened by a trained service technician. The power supply must be removed before opening.



⚠ CAUTION:

It is very important that these instructions be followed. Not doing so can be dangerous!



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Only use the power supply delivered with the system!

The power wall outlets should be close to the system and easily accessible.

External systems connected to LINE-IN socket or to the Music On Hold interface must meet the safety regulations of SELV according to EN60950.

Security norms and certifications

Teleserver Memo Pro fulfils the security regulations EN60950.

It is intended for operation at analog PBX extinctions (private branche exchange). Call switching and call forwarding functions are utilized which are not usually available in public telephone systems. Only limited operation is possible without these functions!





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3 WHAT IS TELESERVER MEMO PRO?

3.1 Brief introduction

Teleserver Memo Pro is based on SPEECH DESIGN's newest auto-attendant and voice mail technology. It is the basis for a professional telephone presence throughout the company, is easy to use, and offers a wide range of features.

Whether at the *switchboard* or at each *extension*, whether in the *Order Processing Department* or the *Technical Hotline* - Teleserver has the right solution for a topnotch telephone performance within your company.

By using *insertable modules* and software updated through an integrated *CD-ROM drive*, Teleserver Memo Pro adapts to your company's communication needs. Thanks to its modular construction, the system grows with your company and offers a maximum on flexibility and investment security.

Tried and true *touchscreen technology* makes using Teleserver Memo Pro easy: you make the necessary settings simply by touching the corresponding symbol on the screen. The *audio scrolling* acoustically supports remote access to the system by telephone: voice prompts take you through the various functions step-by-step, instructing which buttons should be pressed when.

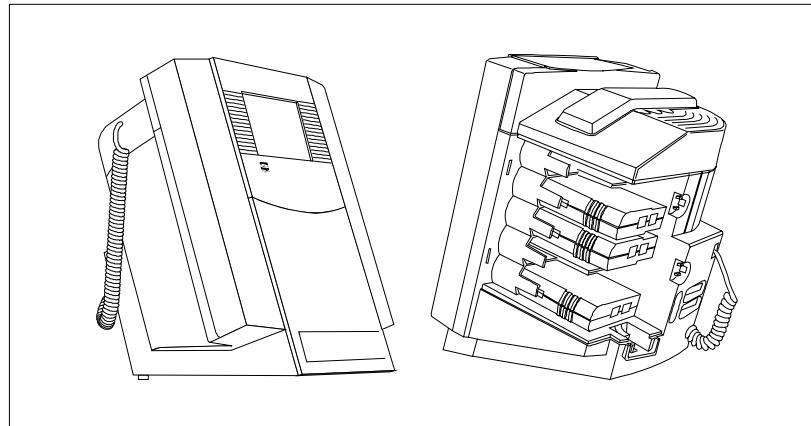


Figure 1: Teleserver Memo Pro front- and back view



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3.2 Function overview

3.2.1 Functions at the switchboard (the Operator)

In times of high traffic at the switchboard, Teleserver Memo Pro ensures that callers are not confronted with continuous ringing or busy signals. Up to eight callers can be greeted and transferred simultaneously. Callers with a touch-tone phone can transfer themselves. In this case, the company greeting instructs them, for example, to press **1** in order to be transferred to Sales, or **2** to select the Service department.

The *Automatic Attendant* comes into play when the switchboard is dialled, but is directly rerouted to Teleserver Memo Pro or is forwarded to Teleserver Memo Pro in the case that the call goes unanswered (except when Teleserver Memo Pro is on Night or Holiday/Special operation). The Automatic Attendant is also active when a caller tries to transfer his or her call to a non-existing mailbox. The Automatic Attendant thus provides considerable support at the switchboard.

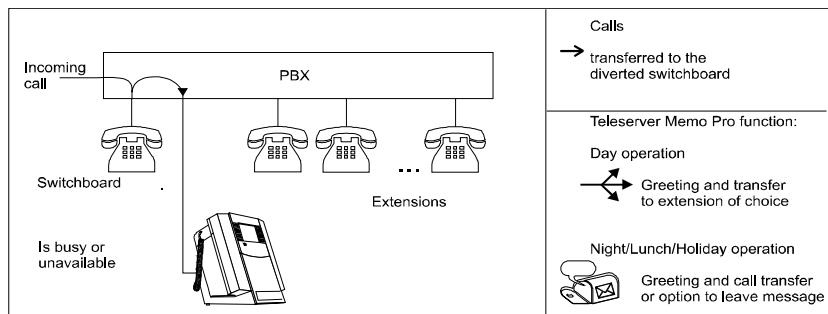


Figure 2: Incoming calls at the switchboard: Day, Night, and Holiday/Special operation

Teleserver Memo Pro features the following:

- "Digital announcer" greets callers and transfers to the operator or a hunt group of extensions
- Target extension is changeable anytime
- "Automatic Operator": callers with DTMF (touch-tone) phones can directly enter an extension or a single-digit department number ("short-dial")
- Announcement recording via handset, via the built in CD-ROM drive, or via LINE-Input
- Remote recording and switching of greetings possible
- Separate user-recordable Day, Night, Lunch, and Holiday/Special company greetings switch manually or automatically (weekly/daily calendar), pre-programming of holidays 24 months in advance
- Multi-line: simultaneous call handling of telephone lines. Every caller hears the entire company greeting from the beginning.



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- Superior announcement quality, due to ISDN digitalization.
- Statistics on utilization of capacity

3.2.2 Music- and Information-On-Hold functions

Teleserver Memo Pro productively uses the often-unavoidable time spent waiting on hold in order to play music and information. This ensures you do not lose calls and helps prevent caller impatience. Additionally, a positive image is projected through this "acoustic doorway" of your company.

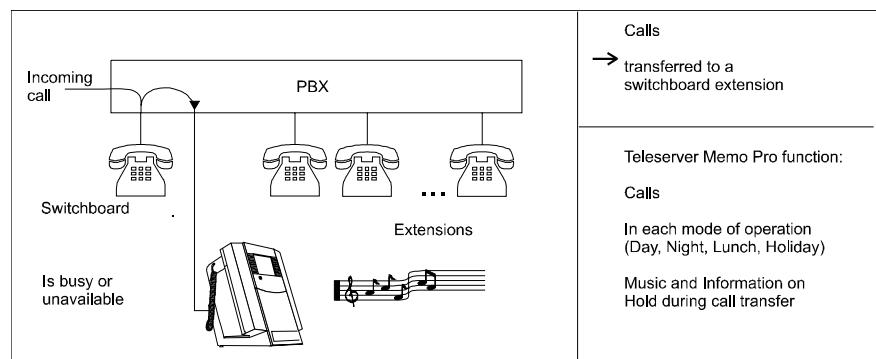


Figure 3: Utilizing the time spent on hold for playing music and information

Music- and Information-On-Hold features:

- Integrated CD-ROM drive for downloading and recording of music and information texts into memory
- 24 copyright-free music titles on the hard disk
- Continuous playback of user-selectable music and user-recordable information
- Separate message memory (2-track-technology) for separate update of music and messages
- Music and messages blend automatically during playback (similar to a sound studio mix)
- All recordings from integrated CD, handset, or LINE-Input
- Multilingual hold messages stored in permanent memory; user selectable sequences of music titles and messages
- Music and information texts can be loaded remotely online



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3.2.3 Voice Mail functions (at each extension)

With Teleserver Memo Pro, you are always available for customers and business partners, even when you are not in the office or on the other line. Instead of being confronted with endless ringing or busy signals, your customers can either leave you a message, or be transferred to the operator or another company representative of your choice.

You are immediately notified of incoming messages - whether at your desk, at home, or while travelling. By entering a phone number for notification - for example, your home number - you determine where you will be informed of the call. You can access the system from any telephone anywhere, and use all mailbox functions. In this way, you can, for example, change your voice mail greeting while away from the office.

At the press of a button, you forward messages with or without your own comments, or send internal messages to colleagues. Instead of an - often vague - handwritten note, the recipients of your message get clear, complete, and quick verbal information.

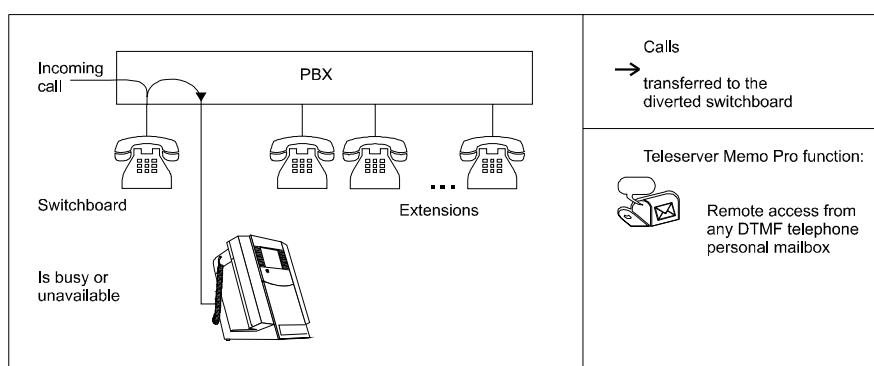


Figure 4: Call answering in a personal mailbox

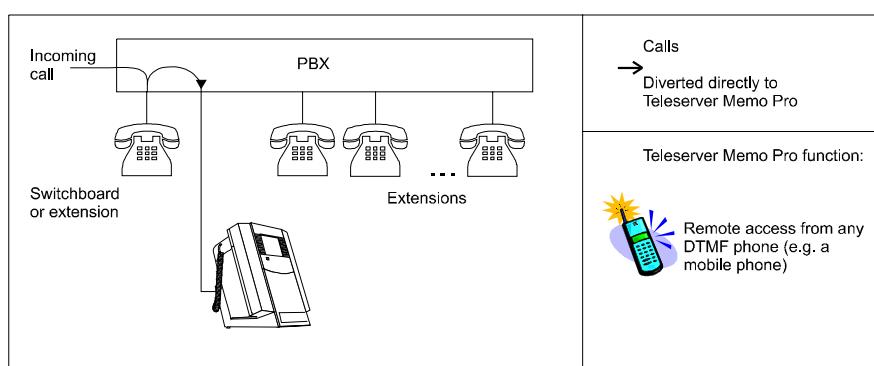


Figure 5: Remote access and operation possibilities



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Voice mail features:

- Complete remote access to Teleserver Memo Pro over the telephone
- User instructions (*audio scroll*) in choice of languages
- Call-answering with standard and personalized greetings
- Up to three personal greetings possible at each extension
- Answering of all calls rerouted (busy/no answer/diverted)
- Callers not wishing to leave a message are transferred to switchboard (or representative of choice) by remaining silent
- All messages recorded with date and time stamp.
- Automatic message notification by message waiting lamp and external/internal phone call (can be activated/deactivated by mailbox owner)
- Remote control of all mailbox functions from any DMTF phone, personal password
- Forwarding of received messages to other mailboxes with comment option
- Sending of internal messages to one or more mailbox users
- Assistant function: callers can be directly transferred to an assistant or representative rather than leaving a message
- Private message for each mailbox (announcement to authorized callers, protected by separate password)
- Users can select from several mailbox languages
- Mailboxes can be used for announcements of up to 8 minutes





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3.3 Features and module options for Teleserver Memo Pro

By using different modules (Auto Attendant (AA), Voice Mail (VM), Music On Hold (MOH)) and software installed over the built-in CD-ROM drive, the Teleserver basic unit can fulfil a wide variety of requirements.

Up to 4 modules, each with 2 analog ports and an MOH-Module, can be inserted in the Teleserver basic unit.

The following table shows some configuration possibilities.

Example:

Your company has 430 employees who require a personal mailbox, and you would like to be able to receive up to 6 callers at once. This means that up to 6 callers can simultaneously be greeted and transferred. From the table, you can see that three Voice Mail (VM) modules are needed in addition to the basic unit. Should your callers also be entertained and informed while they are waiting to be transferred, you need the Music On Hold (MOH) module.

Solution	Basic unit	Modules (possible amount)			Number of ports	Number of mailboxes	Memory (h)
		AA Auto Attendant, Automatic call answering	VM Voice Mail	MOH Music On Hold			
Up to 8 simultaneous callers	Teleserver +	1)	4	1	8	1000	37
Up to 6 simultaneous callers	Teleserver +	1)	3	1	6	500	25
Up to 4 simultaneous callers	Teleserver +	1)	2	1	4	200	18
Up to 2 simultaneous callers	Teleserver +	1)	1	1	2	50	7

Table 1: Various module-solutions for the Teleserver basic unit

1) Each basic unit of Teleserver Memo Pro includes the Auto Attendant function (automatic call answering, greeting, and transfer).

With the CD-ROM drive, software updates or the addition of a language is a matter of minutes. Just ask your local PBX system partner, or SPEECH DESIGN directly.



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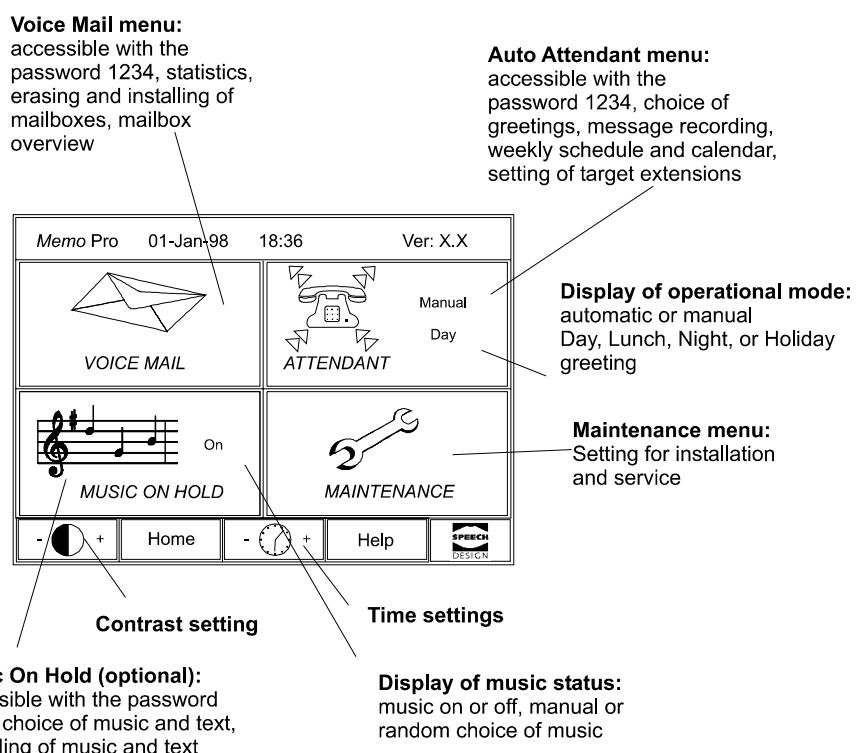
4 OPERATION BY SWITCHBOARD PERSONNEL

4.1 The touchscreen

NOTE:

All system-level (operator) functions are operated locally at the main console. All individual mailbox functions are operated remotely by the mailbox users via a telephone call to the system.

After power-on and during normal operation, the main function menu is displayed. The functions are password-protected against accidental or unauthorized activation.





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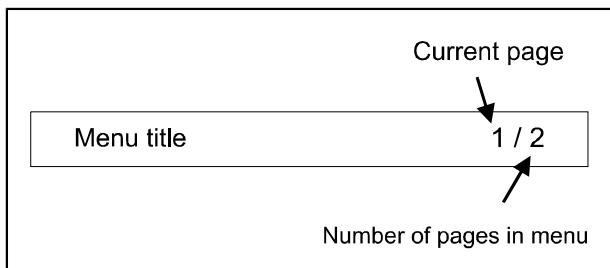
General operating rules

- The value shown in a key on the touch screen is the currently valid one (press to change).
- In case of alternative keys, the dark one (inverse text) is "pressed" (active).
- When the display is in the sleep mode (illumination is off), the first touch only results in switching the backlight on without activating a function.
- Each function field of the Home menu is protected against accidental activation by a four-digit access code. You must enter one of these factory-programmed codes immediately upon selecting a function.
- Access codes are not changeable.
- Key field in the bottom line of the screen:

<< switch to previous menu (screen)
>> switch to nextmenu (screen)

Home return to main menu
Help display help text for current menu (screen)

- The top line of each menu screen shows important information:



- "**CAUTION**": indicates critical information, which, if disregarded, can lead to a loss of data or configuration.
- Options and field names are surrounded by quotes and are shown in italics (example: 'Key').



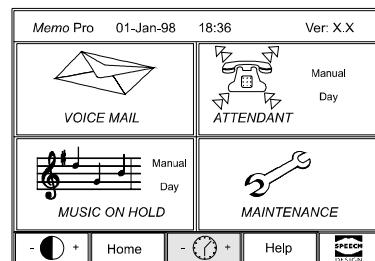
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4.2 Clock setting

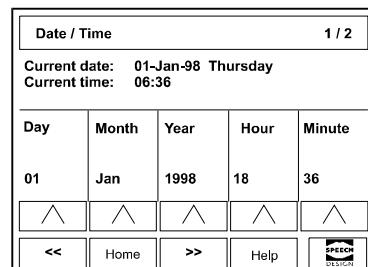
Setting the time correctly is important for the operation of the company greeting schedules (Day, Lunch, Night, and Holiday/Special). Additionally, this is necessary for the date/time stamp recorded with each message.

Operating steps: Setting the date and time

① Select



② Make the necessary settings in the 'Date/time' menu with .



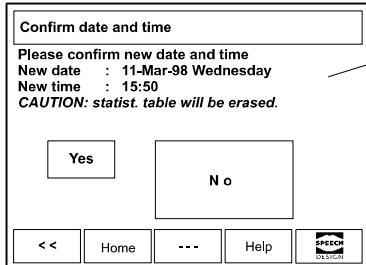
⚠ CAUTION:

Changing the year has consequences for the calendar program, and, accordingly, for the automatic switching of company greetings (in particular, for the Holiday/Special Greeting). Any existing calendar entries will be erased, including all holidays which you may have previously set for the current and following year. Before the change is made, Teleserver Memo Pro asks you to confirm the change with a corresponding message.

When changes are made to 'Day', 'Month', 'Hour', 'Min', the Day Statistics (in the panel "24 hrs") are erased. If 'Year' is changed, all statistics ('24 hrs', '7 Days', '30 Days') are erased. (See Chapter 4.5.2)



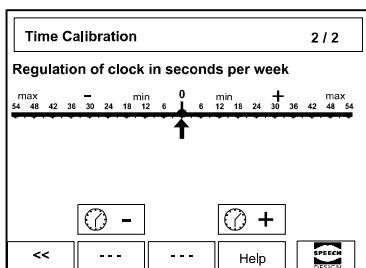
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Warning against unintentionally
erasing the calendar
or
unintentionally erasing statistics

③ **>>** opens the time calibration menu

Here it is possible to correct any deviations which may arise in the system clock. The maximum correction is +/- one minute per week, with the correction setting possible at 3-second intervals.



④ With **⌚ +**, the clock can be set ahead (e.g., 3 seconds ahead, 6 seconds ahead, 9 seconds ahead, up to 1 minute), with **⌚ -**, back.

⑤ By pressing **<<** twice, you return to the Home menu.



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4.3 Automatic Attendant and call transfer

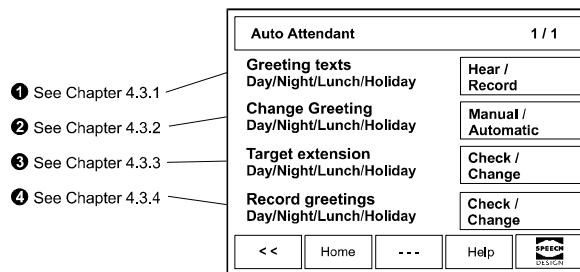
The *Automatic Attendant* is activated when calls have been rerouted to

- ① the switchboard, or
- ② when an extension which has no mailbox is dialed externally.

Teleserver Memo Pro

- distinguishes between a Day, Lunch, Night, and Holiday/Special greeting operation, and the various greetings can be set to switch automatically
- transfers calls which have been greeted by the Auto Attendant during Day operation to a set internal extension, usually the switchboard. Alternatively, callers with touch-tone phones can select target extensions or departments themselves.
- transfers calls to the Lunch, Night, or Holiday/Special mailbox after playing the corresponding company greeting.

Exception: the caller has chosen another extension with a DTMF (touch-tone) phone.



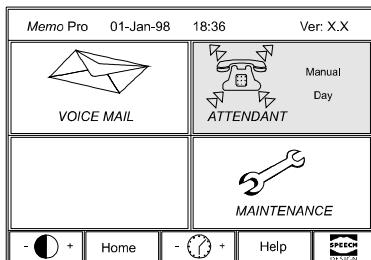


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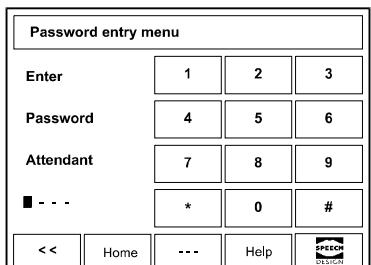
4.3.1 Setting up the Auto Attendant functions: (recording Day, Lunch, Night, and Holiday/Special company greetings)

Operating steps: Recording greetings

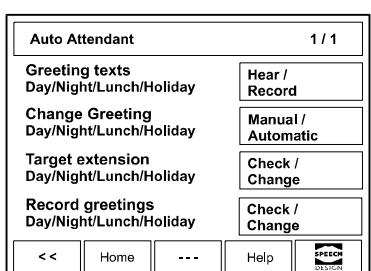
1 Press 'ATTENDANT'



2 Enter '1 2 3 4', the password for 'ATTENDANT'



3 Press Greeting texts 'Hear / Record'

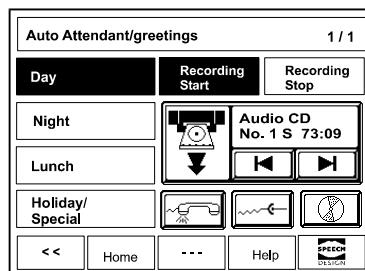




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In the menu 'Auto Attendant/Greetings', the Day, Lunch, Night, and Holiday/Special Greeting can be recorded. To do this, use the integrated handset, the integrated CD-ROM drive, or the Line/external input.



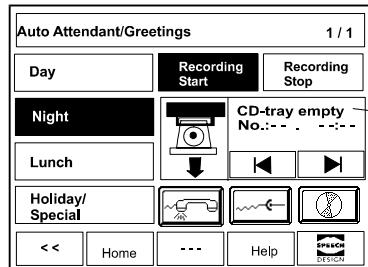
- ④ Lift the handset.
- ⑤ Select the greeting to be recorded (Day, Lunch, Night, or Holiday).
- ⑥ Choose, for example,  as the recording medium.
- ⑦ Begin the recording by pressing  , and speak into the handset.
- ⑧ End the recording by pressing  .
- ⑨ Your recording is played back via the handset.

You can now repeat the recording procedure, record further greetings as described above, or exit the recording screen by pressing  or  .



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Operating steps: Recording greetings over the integrated CD-ROM drive



Teleserver Memo Pro distinguishes
between the following CD-types:
Audio CD
Data CD
Audio/Data CD

- 1 Select the key for the greeting you wish to record, e.g., **Night**.



- 2 Press .

3 After the tray has opened, put in your CD containing the recorded greeting.
Press .

Teleserver Memo Pro displays the number of titles/recordings as well as the
length of the CD, for example, **Audio CD
No.: 1 S 73:09**.

- 4 Wait a moment, then select  as the recording medium.

- 5 You can hear the recording over the integrated handset. Scroll backwards and
forwards with  or . Select the greeting you require.

In the display, you see the current title number as well as the length of the title.

- 6 Press **Recording Start** before the title you have chosen begins to play.

- 7 Press **Recording Stop** to end the recording.



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You can re-record the greeting or record further greetings in the same way, or leave this menu by pressing or .

NOTE:

The key 'Recording stop' will blink when the maximum recording capacity has been reached. You then have 15 seconds before the recording is stopped automatically.

If you wish to record from an external source (tape recorder, CD-player, etc.) please connect the external unit to the LINE-Input as source. Select as recording source. Please refer to the safety precautions at the beginning of this manual and observe the LINE-Input specifications in Chapter 7. The recording occurs automatically.





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Tips on creating your greetings:

Adjust your greeting to fit your target departments or extensions. Avoid formulations that could lead the caller to think an answering machine is on, and no one is in the office. Keep the greeting as short as possible (see also Chapter 8.1).

Examples:

Misleading for your callers:

"Hello, this is ..." or " This is Company XY..."

Better:

"Welcome to..." or "Please hold, ..."

Use as...	Day Greeting	Appropriate target extension
Automatic call answer	Greeting and request for patience: (e.g.): <i>"Welcome to... We will answer your call shortly. Please wait a moment."</i>	Operator extension Switchboard:...
Automatic call answer	Greeting, information about target extensions and request to wait (e.g.): <i>"Welcome to... You can select the department you require. Please press one for Sales, 2 for Service, ... 9 for ..., Or just wait a moment, and you will be transferred to the operator."</i>	Switchboard extension and other target extensions Switchboard:... Target 1:... Target 2:... Etc.

Table 2: Examples for company greetings/automatic call answering

NOTE:

You can find further examples in the Help Menu () of Teleserver Memo Pro.

In the Appendix, you find a form which will help you create your greeting according to your needs. For information on a professional text concept complete with a sound studio recording, please contact Mirror Audio (UK) or ProEmotion via the fax-forms printed in the Appendix.



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4.3.2 Selecting greetings (manually and automatically)

After selecting 'ATTENDANT' in the Home menu, enter the password "1 2 3 4", and you will see the following screen:

Auto Attendant		1 / 1
Greeting texts Day/Night/Lunch/Holiday	<input type="button" value="Hear / Record"/>	
Change Greeting Day/Night/Lunch/Holiday	<input type="button" value="Manual / Automatic"/>	
Target extension Day/Night/Lunch/Holiday	<input type="button" value="Check / Change"/>	
Record greetings Day/Night/Lunch/Holiday	<input type="button" value="Check / Change"/>	
<input type="button" value="<<"/> <input type="button" value="Home"/> <input type="button" value="---"/> <input type="button" value="Help"/>		

Operating steps: Changing the greeting manually

① Press

Auto Attendant Greetings		1 / 1
Day	Automatic	
Night	On	<input type="button" value="Off"/>
Lunch	Weekly Schedule	
Holiday / Special	Calendar	
<input type="button" value="<<"/> <input type="button" value="Home"/> <input type="button" value="---"/> <input type="button" value="Help"/>		

② Make sure that the key 'Automatic' is .

③ Now, change to the desired modus by pressing the corresponding key, e.g.,
.

④ Press to return to the Home menu.

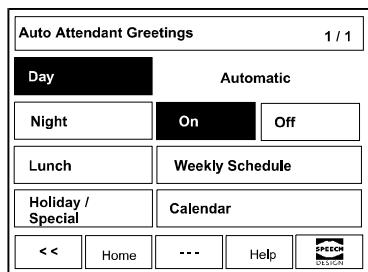


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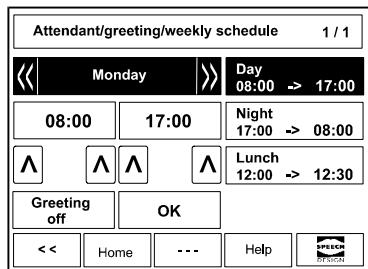
Operating steps:

Activate the automatic change of greetings

1 Press **On** to switch the greeting mode to automatic.



2 Press **Weekly Schedule** to determine the appropriate recording for each day of the week.



3 By pressing the key **<< Monday >>** after choosing the appropriate greeting ('Day Greeting', in our example) each day is set individually. By repeatedly pressing the arrows, you scroll backwards or forwards through the days of the week.

4 Press **Day 08:00 -> 17:00** in order to enter the times a greeting should be heard. For example, you determine when your callers hear the Day greeting by entering your office hours (according to the instructions below).

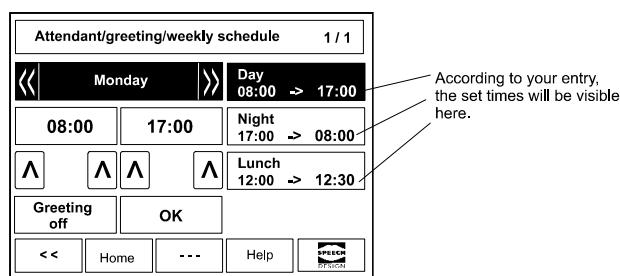
5 By repeatedly pressing the four arrow buttons **A**, you set the times of day when the different greetings begin and end, and thus when the greetings switch, e.g., when the Day Greeting switches to the Lunch Greeting, or to the Night Greeting. In the standard setting, Teleserver Memo Pro answers calls with the Day Greeting Monday to Thursday from 8:00 am until 5:30 pm, and Friday from 8:00 to 5:00.



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⑥ Repeat steps 4 and 5 to set the times for the Night and Lunch greeting.

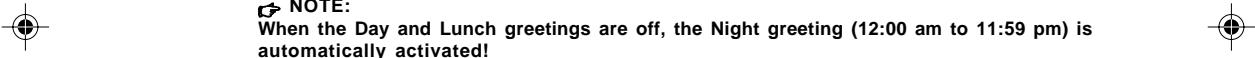


⑦ You can also switch the Lunch or Day greeting off.

To do this, press **Lunch** and **Greeting off**.

☞ NOTE:

When the Day and Lunch greetings are off, the Night greeting (12:00 am to 11:59 pm) is automatically activated!





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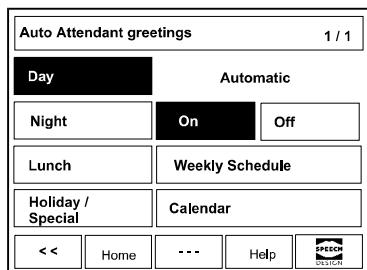
Holiday or Special greeting

In order to have the right greeting available for holidays, or to be able to play a special greeting (for example, a greeting containing a current advertising slogan during a special promotion), you can activate the Teleserver Memo Pro calendar program. For the current and the following year, simply enter the date of all public holidays or other special occasions, and the system will automatically greet incoming calls with your holiday greeting when you have the greeting mode set to 'Automatic'.

Operating steps:

Define and activate the calendar program

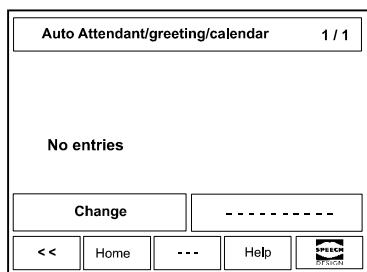
1 Make sure that the 'Automatic' Auto Attendant greeting is switched on.



2 Press **Calendar**.

3 You are now in the Calendar Program. The public holidays which you enter appear in the white area pictured in our example.

First, press **Change**.





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④ Press  to confirm the year in which you wish to program the holiday.



⑤ Confirm with  in order to enter the month menu.



⑥ Choose the month in which the public holiday (or holidays) occurs, for example, December.





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7 Enter the date of the public holiday in the following Day menu. In our example, we have chosen the Christmas holiday **25 F**.

Attendant/greeting/calender/day 1 / 1									
1 T	2 W	3 T	4 F	5 S	6 S	7 M	8 T	9 W	10 T
11 F	12 S	13 S	14 M	15 T	16 W	17 T	18 F	19 S	20 S
21 M	22 T	23 W	24 T	25 F	26 S	27 S	28 M	29 T	30 W
31 T	Erase			Change					
<<		Home		---		Help		SPEECH DESIGN	

8 Button **25 F** will now blink. After pressing **Change**, you will see the following menu:

Attendant/greeting/calender day 1 / 1									
Date: 25.12.1998					Day --->---				
08:00			18:00		Night 00:00 > 23:59				
A	A	A	A	Lunch --->---					
Greeting off			OK		Holiday/Spec. 08:00 > 18:00				
<<		Home		---		Help		SPEECH DESIGN	

9 To enter the exact time of day during which callers hear the Holiday/Special Greeting (for example, a Christmas greeting), press the four arrow-keys **A**. In our example, callers hear the Holiday Greeting from 8:00 am to 6:00 pm.

10 By pressing **OK**, you confirm the entry and return to the day menu, where you can enter another holiday, or where you can erase a previously entered holiday.



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Attendant/greeting/calendar/day										1 / 1
1 T	2 W	3 T	4 F	5 S	6 S	7 M	8 T	9 W	10 T	
11 F	12 S	13 S	14 M	15 T	16 W	17 T	18 F	19 S	20 S	
21 M	22 T	23 W	24 T	25 F	26 S	27 S	28 M	29 T	30 W	
31 T	Erase		Change							
	<<	Home	---	Help						

11 Should you wish to change the play times recorded for the Holiday Greeting for a certain day, press the key with the date of the day in question, here **F**.

12 The key now begins to blink, which means you can change or delete the entry after pressing **Change**.

13 Then, enter the necessary corrections. Confirm with **OK**.

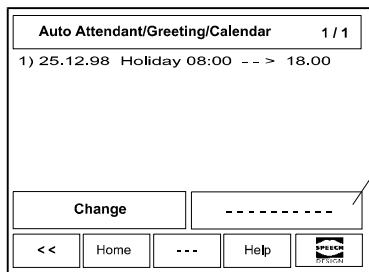
Attendant/greeting/weekly schedule										1 / 1
Date: 25.12.1998						Day --:-- > --:--				
08:00				18:00			Night 6:01 > 7:59			
A	A	A	A				Lunch --:-- > --:--			
Greeting off				OK			Holiday/Special 08:00 > 18:00			
	<<	Home	---	Help						

14 To erase the entry from the Calendar, press **Erase** in the 'Attendant/greeting/calendar/day' menu.

15 Press **<<** three times to return to the calendar table, which now contains the updated version of the holidays you have entered.



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If the first page is full, you
will see "next page" in this panel.
Click on it to read the second page.

NOTE:

You can switch off the Holiday greeting at any time by pressing .



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4.3.3 Setting and changing target extensions

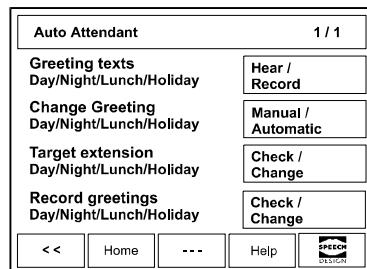
Target extensions for calls which are greeted by the Automatic Attendant need to be set.

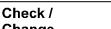
For each of the operating modes (Day, Lunch, Night, Holiday/Special), a target extension can be set. This can be the switchboard, an extension (an employee) or a mailbox.

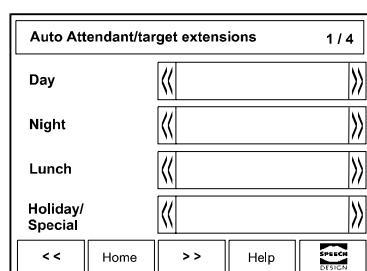
Operating steps:

Enter, check, and change target extensions

① After pressing 'ATTENDANT' in the Home menu and entering the password, you see the following screen:



② Press 'Target extension'  .



③ Now you are ready to enter a target extension for each operating mode (Day, Lunch, Night, Holiday/Special).



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4 Press next to 'Day' to activate the menu in which you can enter the extension to which calls should be transferred during the day.

Once you are in the 'Auto Attendant/operator ext./entry' menu, you can enter the appropriate target extension, for example, 30. This is usually a member of the switchboard personnel.

Auto Attendant/operator ext./entry				
Ext. no.	1	2	3	
.....	4	5	6	
del ←---	OK	7	8	9
---	Box_	*	0	#
<<	Home	---	Help	

5 Press 3 and 0 and confirm with .

To retype your entry before confirming, press .

The Day target extension is now defined and should appear in the 'Day' panel.

Auto Attendant/target extensions 1 / 4				
Day	30			
Night				
Lunch				
Holiday/ Special				
<<	Home	>>	Help	

NOTE:

You can change the target extensions at any time by pressing the corresponding panel and typing in a new target extension number in the 'Auto Attendant/target extensions' menu.



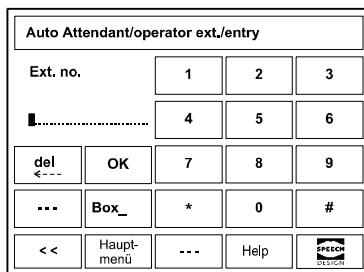
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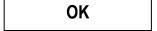
If no one is at the switchboard during lunch, then the Lunch Mailbox should be activated. Here, callers can leave a message after hearing your company greeting made especially for this operation mode.

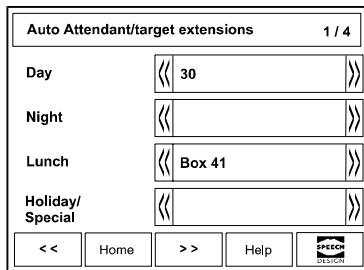
⑥ Press the panel  next to 'Lunch'.

You then find yourself in the 'Auto Attendant/operator ext./entry' menu once again.



⑦ Press  and enter the mailbox number in which the messages should be saved (in our example, mailbox 41).

⑧ Press 4 and 1 and confirm with .



 **NOTE:**
Selecting a mailbox as the target extension is not enough to set up a mailbox. Make sure that the mailbox number you enter (e.g., 41) has already been installed. Setting up mailboxes is described in Chapter 4.5.1.

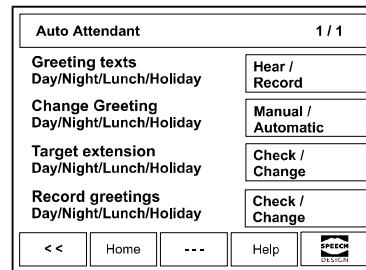


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If callers with a DTMF (touch-tone) phone should be able to transfer themselves via a short-dial number (by pressing the digits 1 - 9), then these numbers need to be entered as short-dial numbers. Known extension numbers can always be entered with a touch-tone phone.

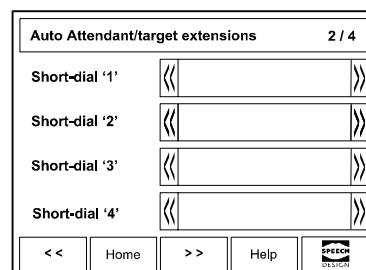
Operating steps: Enter short-dial numbers

1 After pressing 'ATTENDANT' in the Home menu, you see the following:



2 Press 'Target extension' .

3 Press to proceed to the following menu:



4 Press the panel next to 'Short-dial '1''.



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You then see the 'Auto Attendant/operator ext./entry' screen and can enter the target extension for short-dial No. 1.

Auto Attendant/operator ext./entry				
Ext. no.	1	2	3	
.....	4	5	6	
del <---	OK	7	8	9
---	Box_	*	0	#
<<	Home	---	Help	

5 Press 3 and 0 and confirm with . To retype your entry before confirming,
press .

The short-dial target extension has now been defined. Callers with a DTMF (touch-tone) phone can now reach the extension 30 our example by pressing 1. Up to ten such short-dial numbers can be programmed.

Auto Attendant/target extensions 2 / 4				
Short-dial '1'	<input type="button" value="30"/>			
Short-dial '2'	<input type="button" value=""/>			
Short-dial '3'	<input type="button" value=""/>			
Short-dial '4'	<input type="button" value=""/>			
<<	Home	>>	Help	

6 Press to return to the previous menu.

NOTE:

You can change or correct the target extension of the short-dial number at any time by pressing the panel which contains the current extension (in our example '30'), and then reenter a new extension in the menu 'Auto Attendant/operator ext./entry'



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4.3.4 Switchboard mailbox management

In the message menu, you always have a quick overview of which mailboxes - in Day, Night, Lunch, or Holiday operation - are activated. When necessary, it is possible to switch the message recording function of the individual mailboxes on and off.

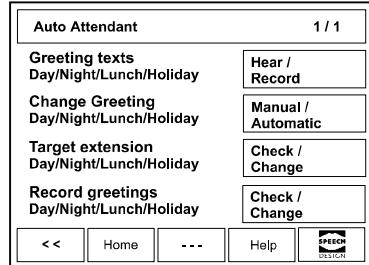
NOTE:

The mailboxes must first be installed in the corresponding menu (see Chapter 4.5.1) before they can be switched on and off.

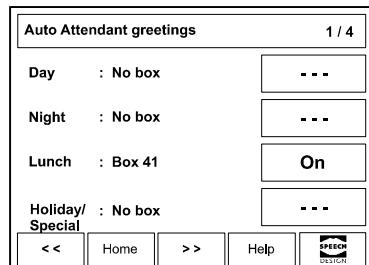
Operation steps:

Switching message recording on and off

- 1 After activating the key 'ATTENDANT' in the Home menu and then entering the password '1 2 3 4' you see the following screen:



- 2 Switch the message recording function on or off with **Check / Change**.



Possible panel contents:

On	Message recording is on
Off	Message recording is off
Invalid	No mailbox has been installed (see Ch. 4.5.1)

As you can see, the lunch mailbox which had been previously entered (Mailbox 41) is switched on.



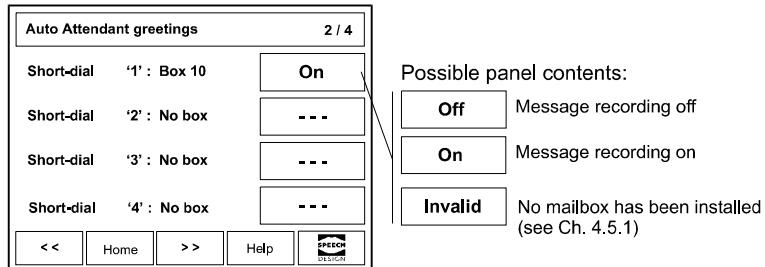
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③ To switch the message recording function of Box 41 (our example) off, press the lighted panel **On** (it will then switch to **Off**).

You can also switch the mailboxes which have been installed for the short-dial numbers on and off. In the following example, the mailbox 10 is entered as the target destination of short-dial number 1.

④ Press **>>** to reach the following menu:



⑤ Press the corresponding short-dial panels to switch the message recording function on or off.

⑥ Press **<<** repeatedly to return to the previous menus.

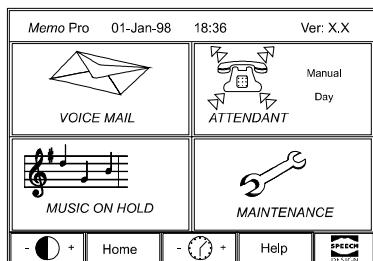


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4.4 On-Hold Music and Information

With Teleserver Memo Pro, unavoidable time spent on hold is utilized to entertain and inform your callers by playing an individual blend of music and current information. You can create and record on-hold music and text at anytime. You have 24 pre-programmed copyright-free titles available with the purchase of Teleserver Memo Pro. Additionally, your own choice of music can be recorded over the integrated CD-ROM drive or external recording equipment (CD-player, cassette, or DAT recorder).

A unique potpourri (music and spoken texts) can be programmed manually, i.e., over the Teleserver Memo Pro display, or generated at random.



When generating the music and information which will be heard on hold, you can choose from an assortment of standard multilingual texts included in the system.

Additionally, you can record your own texts.

Selection of On-Hold music:

Your Own Music1

...

Your Own Music5

Title 1

...

Title 24

No Music

For the list of music titles, please see Appendix (Ch. 8.3)

Selection of On-Hold Text:

Your Own Text 1

...

Your Own Text 5

Text D

Text UK

Text F

Text I

Text NL

...

No Text

NOTE:

You will find a complete list of the copyright-free titles stored in Teleserver Memo Pro in the Appendix, as well as information about registering copyrighted material and information on professional sound studios.



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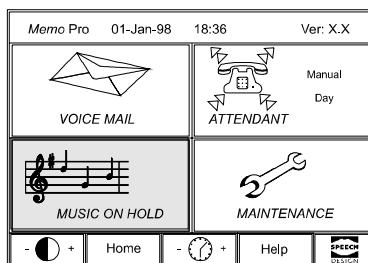


4.4.1 Recording music and texts

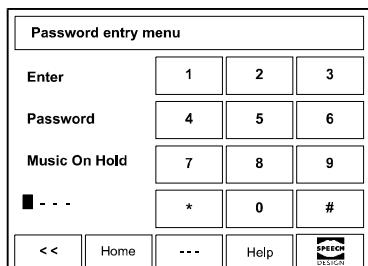
Operating steps:

To record individual music over the integrated CD-ROM-drive

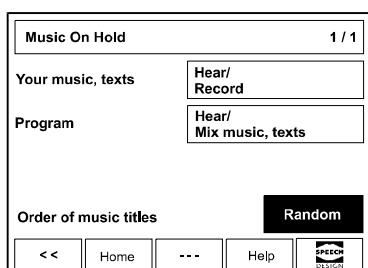
1 Press 'MUSIC ON HOLD'.



2 Enter the password '1 2 3 4'.



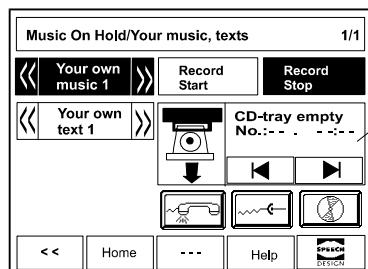
3 Select 'Your own music, texts'





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In the menu 'Music on Hold/Your music/texts' you can record up to 5 music titles of your choice and texts (e.g., marketing or PR-texts). Recording media are the integrated CD-ROM drive and the integrated handset, as well as the Line-Input found on the back of the unit. Here you can connect other recording equipment (CD-player, DAT-recorder, cassette recorder, etc.) over the line-cable.

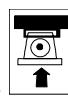


Teleserver Memo Pro distinguishes
between the following CD-types:
Audio CD
Data CD
Audio/Data CD

- 1 Select **⟨⟨ Your own music 1 ⟩⟩** to record your title of choice or **⟨⟨ Your own text 1 ⟩⟩** if you have an information text pre-recorded on CD.

- 2 Press  to open the CD-drive.

- 3 Insert the CD when the CD-drive has opened.

- 4 Press  to close. Teleserver Memo Pro shows the CD-type, the track number as well as the length of the CD.


- 5 Wait a moment, then select  as the recording medium.

- 6 You can hear the title currently playing over the integrated handset.

Scroll backwards or forwards with  or  and select the title/track you desire. The track number and length of the title is displayed.

- 7 Press  to record the title being played.

- 8 Press  to end the recording. Check your recording over the integrated handset.



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9 If you would like to record another music title or text, press Your own music 1 or Your own text 1 again and follow steps 2 to 3.

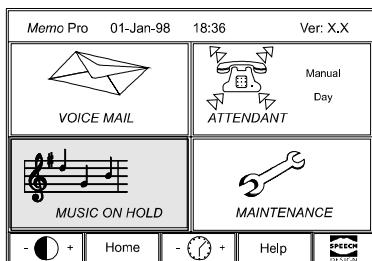
10 To blend the music and text recordings, press << to return to the Music On Hold menu. (Press Home to return directly to the Home menu.)

NOTE:
To record from an external data source (DAT, CD-player, etc.), plug the equipment into the Audio-Input in the back of the unit. Select . (See also Chapter 6.3.1).

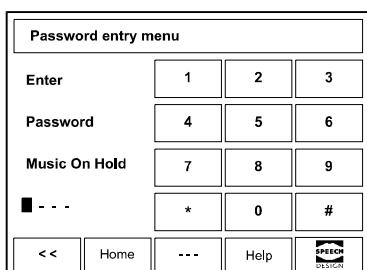
Operating steps:

To record an individual spoken message

1 Press 'MUSIC ON HOLD'.



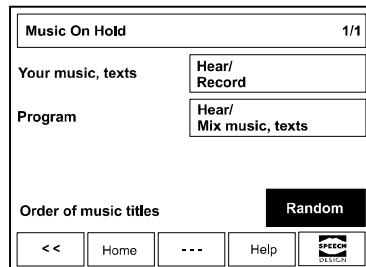
2 Enter the password '1 2 3 4'.





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③ Select 'Your own music, texts' .



④ To speak your first text, press .

⑤ Wait a moment, pick up the handset, and press .

⑥ Press to begin recording. Speak clearly into the handset.

⑦ Press to end your recording. Check the recording over the integrated handset. You can re-record anytime by pressing again.

⑧ If you wish to record another text, press to scroll to the next title, then follow steps ④ to ⑦ .

⑨ If you would like to mix your music on hold program, press to return to the Music On Hold menu. Press to return to the main menu.



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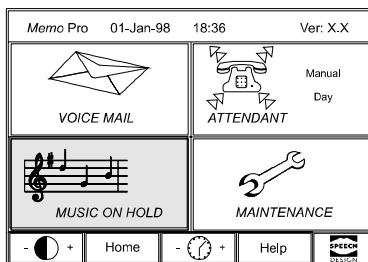
4.4.2 Combining music and text for an on-hold program

With Teleserver Memo Pro, you are the program director of an entertaining and informative program which your callers will hear while waiting on hold. Thus, you effectively use this often unavoidable time spent waiting to pursue company marketing and PR goals.

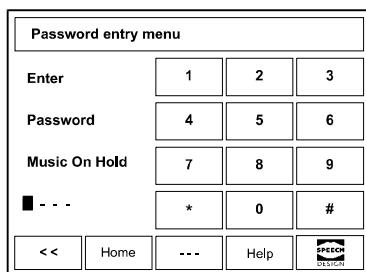
You can mix your program with commercial music and texts recorded over the built in CD-ROM drive and handset. You can also use the 24 copyright-free recordings on the hard disc, as well as the standard "please wait" texts.

Operating steps:
Mixing music and text for an on-hold program

1 Press 'MUSIC ON HOLD' .



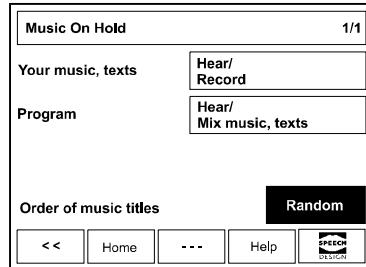
2 Enter the password '1 2 3 4' .



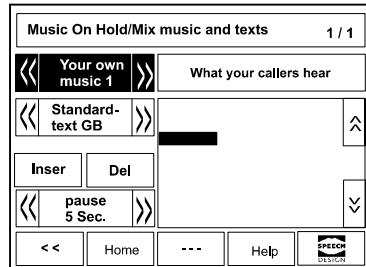


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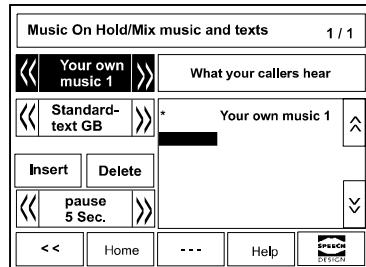
③ Select 'Program' Hear/
Record .



④ Press << Your own
music 1 >> or << Your own
text 1 >> to select the titles and tracks which should make up your on-hold program.



⑤ Press Insert to take a title into the program. This title is viewable in the program window above the cursor.



In this way, you can select several titles to be part of your program. Particularly interesting is the selection and recording of texts, which are blended softly into the music.

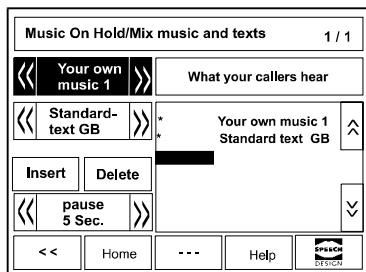


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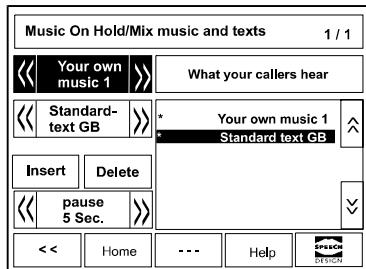
6 Press **« Your own text 1 »** or **« Standard text »** to select the first text to be blended into your program.

7 Press **Insert** to complete the selection. The title appears above the grey cursor in the program window.



Operating steps:
To insert or delete music and/or texts

8 Scroll with **«** and **»** through the program to add or delete music and texts. Insertion always occurs above the cursor.



9 To delete a title or text from the program, mark with the cursor and press **Delete**.



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10 Press determine how often texts are blended into the music. The pauses can be between 5 and 40 seconds.

11 If you would like to change the order of the music titles and texts, press to return to the 'Music On Hold' menu.

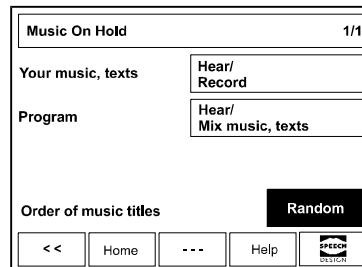
NOTE:

Press to hear the entire program.

Operating steps:

Randomly mix music titles

12 Return to the following menu 'Music On Hold'.



13 Press to have Teleserver Memo Pro randomly mix the music titles (the texts remain in the order you programmed them).

14 Press to return to the Home menu.



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4.5 'Voice Mail' control functions

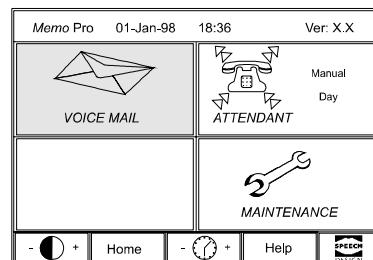
Teleserver Memo Pro features a number of mailbox functions which can be accessed at the main console (Overview, statistic, and administrative functions). These can be seen in the 'VOICE MAIL' menu. Here, you find information about the use and capacity of the system, and you can install and erase mailboxes.

4.5.1 Install, manage, and erase mailboxes

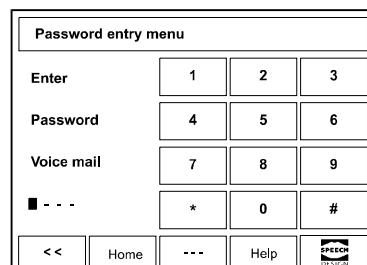
Operating steps

Install, manage, and erase mailboxes

① Press 'VOICE MAIL'.



② Enter the password '1234'.



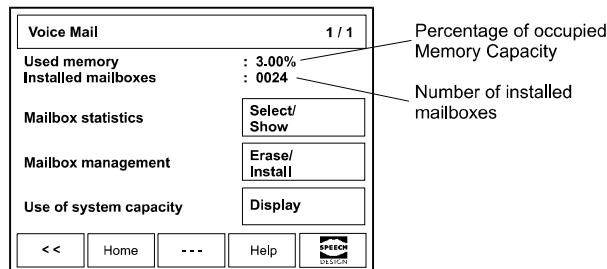
You are now in the Voice Mail menu, where you first have an overview over the current memory capacity as well as the amount of installed mailboxes.

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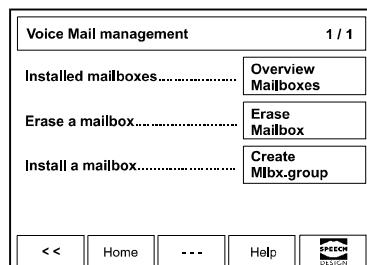




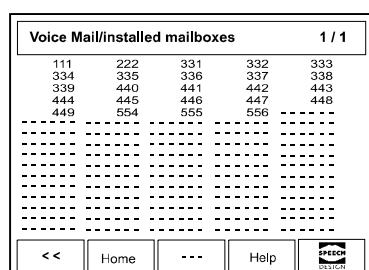
Teleserver Memo Pro Installation and Operation Manual



③ Press  **next to Mailbox Management.**



4 After pressing **Overview Mailboxes**, you see an overview of the mailboxes which have already been installed. In our example, 24 mailboxes have been installed.



5 When the page is full, press **>>** to proceed to the next page.

6 Press **<<** to return to the previous Voice Mail menu.



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7 To erase a mailbox which has already been installed, press **Clear Mailbox**.

Voice Mail/erase mailboxes				1/1
Clear Mailbox	1	2	3	
	4	5	6	
	7	8	9	
OK	*	0	#	
< <	Home	---	Help	

8 For example, erase Mailbox 111 by pressing ' 1 1 1 '.

Voice Mail/erase mailboxes				1/1
Clear Mailbox 111	1	2	3	
	4	5	6	
	7	8	9	
OK	*	0	#	
< <	Home	---	Help	

9 Press **OK** to confirm erasure of the mailbox.

Voice Mail/administr. mailbox status			
Please confirm			
Mailbox 111 erase!			
YES	NO		
---	Home	---	---

10 In order to avoid accidental erasure of a mailbox, Teleserver Memo Pro asks you to confirm the erasure again by pressing **YES**.



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Teleserver Memo Pro then notifies you of the successful transfer of data .

Voice Mail/administr. mailbox status				
Mailbox 111 erased.				
CONTINUED				
---	Home	---	---	

11 Press **CONTINUED** to return to the Voice Mail Management menu.

Voice Mail management	1 / 1			
Installed mailboxes.....	Overview Mailboxes			
Erase a mailbox.....	Erase Mailbox			
Install a mailbox.....	Create Mbx.group			
---	Home	---	Help	

12 Press **Create Mbx.group** to create individual mailboxes or entire mailbox groups.

Voice Mail/install mailboxes	1/1			
From Mailbox 20	1	2	3	
To	4	5	6	
Password 1234	7	8	9	
OK	*	0	#	
---	Home	---	Help	

13 To create a mailbox: enter the number of the mailbox (the extension number), in our example, 20, and confirm with **OK** .



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14 To install a mailbox group: enter a group of mailbox numbers, for example, 30 to 40. To do this, press '3', '0', 'To', and then '4', '0'.

Voice Mail/Install mailboxes				1/1
From Mailbox	30	1	2	3
To	40	4	5	6
Password	1234	7	8	9
OK		*	0	#
<<		Home	---	Help
SPEECH DESIGN				

15 Press **OK** to confirm.

16 You have now returned to the Voice Mail Management menu. Press **<<** to return to the general Voice Mail menu, where you have access to mailbox statistics (see Chapter 4.5.2) and to statistics on the use of the system capacity (see Chapter 4.5.3).

NOTE:

All mailboxes installed at the Teleserver Memo Pro console receive the temporary password '1 2 3 4'. Each mailbox user should substitute this password with a personal one for remote access to his or her mailbox (see Chapter 5.9).

Mailbox groups must have the same amount of digits in the extension number. If you wish to install the mailboxes 90 to 110, install the mailboxes 90 to 99, and in a second step install the mailboxes 100 to 110.





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4.5.2 View mailbox statistics

Operating steps: View statistics

① After entering the 'VOICE MAIL' menu and the password '1 2 3 4', you see the following Voice Mail menu view.

Voice Mail		1 / 1
Used memory	: 3.00%	
Installed mailboxes	: 0024	
Mailbox statistics	Select/ show	
Mailbox management	Erase/ Install	
Use of system capacity	Display	
< < Home --- Help SPEECH DESIGN		

② First press 'Mailbox statistics' **Select/
show**.

Voice Mail/mailbox statistics		
Mailbox statistics sorted by ...		
... number of messages	Display	
... Voice Mail memory used	Display	
... last incoming message	Display	
< < Home --- Help SPEECH DESIGN		

③ Now press '...number of messages' **Display**.



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This table gives you an overview over the amount of messages in the 160 mailboxes with the most messages.

Voice Mail/mlbx statistics/number			1 / 10
1) Box:	105	1	Messages
2) Box:	-----	-----	Messages
3) Box:	-----	-----	Messages
4) Box:	-----	-----	Messages
5) Box:	-----	-----	Messages
6) Box:	-----	-----	Messages
7) Box:	-----	-----	Messages
8) Box:	-----	-----	Messages
9) Box:	-----	-----	Messages
10) Box:	-----	-----	Messages
11) Box:	-----	-----	Messages
12) Box:	-----	-----	Messages
13) Box:	-----	-----	Messages
14) Box:	-----	-----	Messages
15) Box:	-----	-----	Messages
16) Box:	-----	-----	Messages

<< Home >> Help SPEECH DESIGN

④ Press **>>** to scroll to the next page, in order to see all 160 boxes.

⑤ Press **<<** repeatedly to return first to the 'Voice Mail/mailbox statistics' menu, then to continue to the Home menu.

Voice Mail/mailbox statistics		
Mailbox statistics sorted by ...		
... number of messages		Display
... Voice Mail memory used		Display
... last incoming message		Display

<< Home --- Help SPEECH DESIGN

⑥ Press '...Voice Mail memory used' **Display** in the mailbox statistic menu.

Voice Mail/mlbx statistics/memory			1 / 10
1) Box:	0105	3	Minute(s)
2) Box:	-----	-----	Minute(s)
3) Box:	-----	-----	Minute(s)
4) Box:	-----	-----	Minute(s)
5) Box:	-----	-----	Minute(s)
6) Box:	-----	-----	Minute(s)
7) Box:	-----	-----	Minute(s)
8) Box:	-----	-----	Minute(s)
9) Box:	-----	-----	Minute(s)
10) Box:	-----	-----	Minute(s)
11) Box:	-----	-----	Minute(s)
12) Box:	-----	-----	Minute(s)
13) Box:	-----	-----	Minute(s)
14) Box:	-----	-----	Minute(s)
15) Box:	-----	-----	Minute(s)
16) Box:	-----	-----	Minute(s)

<< Home >> Help SPEECH DESIGN

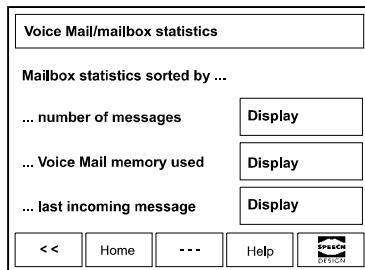


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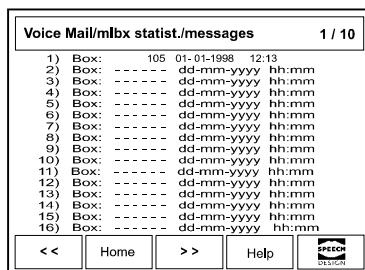
This overview shows you how much memory is currently taken up (in minutes) by each mailbox. This table also shows the 160 mailboxes which are currently occupying the most memory.

7 Press **>>** to scroll to the next page, where you have an overview of all 160 boxes.

8 Press **<<** repeatedly to return to the 'Voice Mail/mailbox statistics' menu.



9 Press '...last incoming message' **Display**.



10 Press **>>** for an overview of all 160 boxes.

11 Press **<<** repeatedly to return to the 'Voice Mail/mailbox statistics' menu, and then to the 'Voice Mail' menu.



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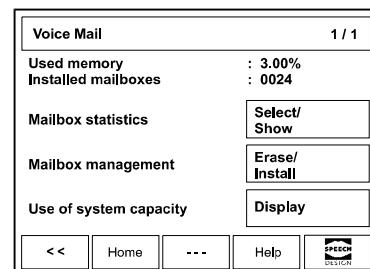


4.5.3 Analysis of utilisation of system capacity

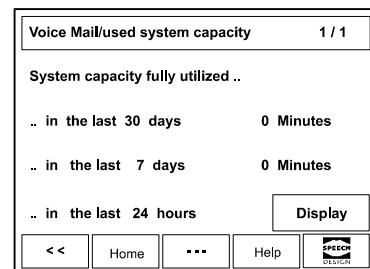
Teleserver Memo Pro can have 2 to 8 ports. If you have a high amount of telephone traffic, it is advisable to equip Teleserver Memo Pro with eight ports. Statistics show how often the system capacity was fully utilized or even overloaded. The statistics show the time (in minutes) in which the system could not handle calls - whether internal or external - within a set period of time (30 days, 7 days, 24 hours).

In the menu 'VOICE MAIL', enter the password '1 2 3 4' and you will see the following menu.

Operating steps:
Analysis of utilization of system capacity



① Press 'Use of system capacity'



② Here, you can see if the system was overloaded at any time during the last 30 days as well as in the last 7 days. To see the system capacity analysis of the last 24 hours, press the panel next to "...in the last 24 hours".

NOTE:

These statistics refer to the time of the analysis, that is, the figures displayed refer to 7 or 30 days before the time the statistics display is activated.

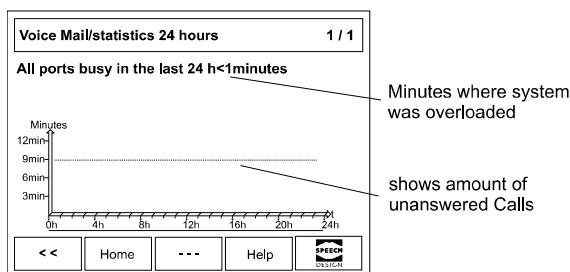




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What do the following graphs tell you?

The times that the system was overloaded in the last 24 hours can be seen on the screen in minutes. In the form of a bar graph, the day is divided into 4 units, in order to better see the high traffic times in detail. The dotted line shows here that every sixth call went unanswered (see Table 3).



System fully utilized	Unanswered calls (statistically seen)
3 minutes per hour	every 20th call
6 minutes per hour	every 10th call
9 minutes per hour	every 6th call
12 minutes per hour	every 5th call

Table 3: Engaged lines and unanswered calls

③ Press **<<** repeatedly to return to the 'Voice Mail' menu.



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5 OPERATION BY MAILBOX OWNER

To access your mailbox, simply dial Teleserver Memo Pro's extension number from an internal or an external DTMF (touch-tone) phone. Your professional installer will tell you the phone number which connects the system to your PBX.

Depending on where you are calling from, Teleserver Memo Pro will ask you to enter your password and mailbox number. The system guides you by vocal instructions at all times.

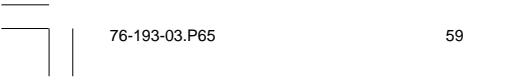
All you need to do is follow these "voice prompts" until you are familiar with the system. Using the keys on any DTMF telephone, you can scroll through messages, announcements, and functions, or forward received messages and your own messages to other mailboxes.

DTMF (Phone-Key) Control of Your Mailbox

1 scroll backward	2 repeat	3 scroll forward
4 rewind by 5 sec.	5 pause	6 forward by 5 sec.
7 record and send a message	8 select greeting	9 comment and forward received message
* interrupt greeting, enter password	0 erase/modify	# end recording

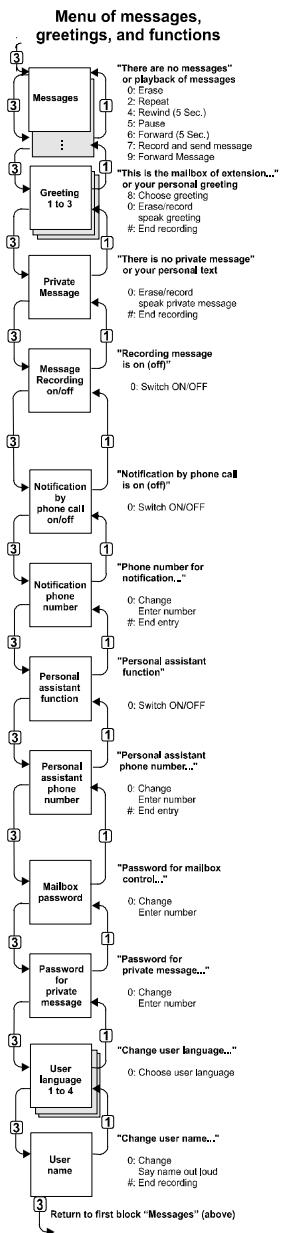
☞ **NOTE:**
Instead of a DTMF (touch-tone) telephone, you can use a beeper.

Press **3** or **1** to scroll through all messages, recordings, and functions (see following figure).





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5.1 Installing a mailbox

A mailbox must be "installed" for every extension that is to be equipped with answering and messaging functions.

The system is delivered with no mailboxes installed, since it is not known at the time of delivery which extension shall obtain a mailbox. It is recommended to initialize the mailboxes as a part of the system installation procedure. You can add mailboxes at any time, as long as the system's capacity has not been reached (see Chapter 6).

You can install a mailbox either from the main unit or from your extension (see Note below).

 **NOTE:**

Not all PBXs allow for remote installing of mailboxes from the extensions. If necessary, ask your telephone technician.

Operating steps:

Installing a mailbox from your extension phone



1 Use your extension phone to call Teleserver Memo Pro. If you don't know the number, ask your PBX technician.

2 When prompted, enter your personal password number with which you will control your mailbox (use digits 0 to 9). Ask your PBX technician for the required number of digits.

 **CAUTION:**

Don't forget your password. Without it, you can't listen to received messages.

3 When prompted by Teleserver Memo Pro, enter your mailbox number (= your extension number).

4 Wait for the prompt, then confirm the password by entering it a second time.

Your mailbox has now been installed!

You will now hear Teleserver Memo Pro say "No user name available, no new messages."





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- 5 To record your name, press **3** repeatedly until you hear "No user name available."
- 6 Press **0**, wait for the prompt, and then say your name after the tone.
- 7 End the recording with **#**.

NOTE:

If you don't record your name, you will hear the system recording "No user name available" each time you check your messages. The user name is particularly important for your colleagues, when they forward or send messages to you. Your name and mailbox number give double assurance that the information will reach the intended recipient.

After installation, the first thing to do is record your personal greeting. Otherwise, Teleserver Memo Pro uses the standard default greeting of "This is the voice mailbox of extension..." (see the following Chapter 5.2).





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5.2 Recording personal mailbox greetings

Teleserver Memo Pro enables you to record 3 greetings for various occasions. You hear the standard greeting recording "This is the voice mailbox of extension..." until you record your own personal greetings.

A clear and informative greeting is essential so that your callers can leave you a message. Following are several examples of how these greetings can sound (see also Chapter 8.1).

Examples for mailbox greeting recordings:

① Example of a mailbox greeting without call transfer by remaining silent and without option to „dial out“ of the mailbox with a touch-tone (DTMF) phone.

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. Thank you!"

② Example of a mailbox greeting with call transfer by remaining silent (also for Personal Assistant Extension Function)

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. **If you would like to speak to the operator (my assistant/representative), just hold, you will be transferred automatically.**"

③ Example of a mailbox greeting with option to "dial out" or mailbox

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. **If you would not like to leave a message, please press extension ... and you will be transferred to my assistant Mr. ...**"



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You can record up to three different mailbox greetings. This way, you have a greeting for a variety of situations in a matter of seconds.

Operating steps:

Record a personal mailbox greeting

① Call Teleserver Memo Pro. When prompted, enter your personal password.

② Scroll with **3** or **1** through your mailbox until you hear the following prompt followed by the standard default greeting "The first greeting text: This is the voice mailbox of extension...". If you have already recorded a personal greeting you will hear this in place of the default greeting.

③ Press **0** until you hear Teleserver Memo Pro prompt you to record your greeting.

④ Speak your greeting into the handset.

⑤ Press **#** to end the recording. (Press **0** at any time to correct).

⑥ You hear your new greeting through the handset. (To erase your recording and re-establish the standard text, press **0**.)

⑦ Press **3** to scroll to the next greeting text. Then follow steps **①** to **⑥**.

The recording of your greeting has been completed. You can hang up or continue with other mailbox functions.

☞ NOTE:

If the caller just waits and remains silent instead of leaving a message, he/she will be transferred to the operator.



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5.3 Playing/erasing/forwarding messages

Immediately upon entering your remote access password, you hear your "oldest" received message. If there are no messages in your mailbox, you hear a corresponding system announcement.

Operating steps:

To play/erase messages

① Call Teleserver Memo Pro. When prompted, enter your personal password.

② Scroll with **3** or **1** to skip backwards or forwards between the messages.

③ You can control message playback by pressing keys (see Chapter 5, 'Operation by mailbox owner').

NOTE:

All messages are recorded with a date and time stamp, announced after the message.

④ Press **0** to erase the message you are hearing or just heard. Press **0** again to confirm erasure.

Operating steps:

To forward received messages

① Press **9** during playback of the message you would like to forward.

② Teleserver Memo Pro will ask you if you would like to record a comment to accompany the message.

③ Press **#** to end the recording or **0** to correct.

④ After the Teleserver Memo Pro prompt, enter the recipient's mailbox number (= extension) and wait until you hear the recipient's name (user name).

⑤ Press **9** to forward the message along with your comment or **#** to cancel.

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⑥ If you would like to send this message to another recipient, just enter the new mailbox number. Press **#** to cancel.

The playing/erasing/forwarding of messages has now been completed. You can hang up or continue with other mailbox functions.

 **NOTE:**

Messages can only be forwarded to recipients who have installed a mailbox and have switched the message recording on. Teleserver Memo Pro will inform you if this is not the case.





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5.4 Recording and sending inter-office messages

You can send an internal message to one colleague or to a group of colleagues. Teleserver Memo Pro thus takes over an internal mail function within your company.

Operating steps:

To send inter-office messages

1 Call Teleserver Memo Pro.

NOTE:

In the message section, you either hear the standard text "There are no messages" or a playback of received messages.

2 Press **7** and record your message.

3 Press **#** to end the recording. Correct with **0**.

4 Wait for the Teleserver Memo Pro prompt, then enter the recipient's mailbox number (= extension). Wait until you hear the recipient's name (user name).

5 Press **7** to send the message, cancel with **#**.

The recording and sending of inter-office messages has now been completed. You can hang up or continue with other mailbox functions.

NOTE:

Messages can only be forwarded to recipients who have installed a mailbox and have switched the message recording on. Teleserver Memo Pro will inform you if this is not the case.



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5.5 Recording and playing of private messages

In your mailbox, you can record a confidential message for authorized callers (family members, business associates, etc.). This announcement is protected by a separate password and can be retrieved by persons who call your extension and enter that password.

Operating steps:

To record a private message

- ① Call Teleserver Memo Pro.
- ② Press **3** or **1** to scroll through your mailbox until you arrive at the private message, where you hear the prompt "Private message - No private message has been recorded," or your old private message if you have recorded one.
- ③ Press **0** to erase the announcement you hear and wait until Teleserver Memo Pro prompts you to record your private message.
- ④ Speak your private message into the handset.
- ⑤ Press **#** to end your recording. Correct with **0**.
- ⑥ You hear your new private message through the handset. (To erase your recording and reestablish the standard text, press **0**.)

The recording and playing of private messages has now been completed. You can hang up or continue with other mailbox functions.

Operating steps:

Change your password for mailbox control

- ① Call Teleserver Memo Pro.
- ② Press **3** or **1** to scroll through your mailbox until you arrive at the function "Password for private message...".
- ③ Press **0** to erase the old password (the standard system password is '5 6 7 8').
- ④ Teleserver Memo Pro prompts you to enter your new password.



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⑤ Enter a password of your choice (digits ' 0 ... 9 ' are possible).

⑥ For security reasons, Teleserver Memo Pro asks you to enter the password again.

Your new password for accessing the private message is now stored and you can hang up or continue with other mailbox functions.

Operating steps:

Retrieving a private message

① An authorized person calls your extension and is rerouted to Teleserver Memo Pro.

② Teleserver Memo Pro starts playing your recorded greeting.

③ During your greeting, the caller enters ***** , followed by the password for private messages received from you.

④ Teleserver Memo Pro plays your private message.

☞ NOTE:

In order to access your private message, callers must call from a DTMF (touch-tone) phone, a phone that can temporarily be switched to DTMF mode, or they must use a portable DTMF "beeper".

After listening to your private message, the caller has the option to leave you an answer, which will be stored along with your "regular" incoming messages. Here again, your message recording function needs to be switched on (see Chapter 5.6).



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5.6 Switching message recording ON/OFF

Your mailbox default records incoming messages from callers. However, it is possible to switch the message recording facility off, which results in an "announcement only" mailbox. In this state, after your greeting, callers receive a standard "Thank you for calling, good-bye" announcement.

Operating steps:

To switch message recording ON/OFF

- ① Call Teleserver Memo Pro.
- ② Press 3 to scroll through your mailbox until you hear "Message recording is on/off"
- ③ Press 0 to modify the message recording status.

Switching message recording ON/OFF has now been completed. You can hang up or continue with other mailbox functions.

 **NOTE:**

In this case, you can still provide callers with personal service. With Teleserver Memo Pro, you can program your mailbox to transfer the call - after playing your greeting - to an assistant or representative of your choice. (see Chapter 5.8), as well as to the switchboard.



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5.7 Switching notification by phone call ON/OFF

If you wish to be alerted upon receiving an important message, you can store a phone number (home, cellular, etc.) for notification in your mailbox. You can also switch the notification function ON/OFF without having to re-enter the number.

When the phone notification function is on and the message arrives, the system calls the number stored in the mailbox and prompts you to enter your password. After password entry, you can control your mailbox in the usual manner (with a DTMF (touch-tone) phone or beeper).

 **NOTE:**

The notification function can only be activated if a phone number has been stored. A DTMF phone (touch-tone) is required to listen to the message after being notified.



Operating steps:

To switch notification by phone call ON/OFF



1 Call Teleserver Memo Pro.

2 Press **3** to scroll through the mailbox until you hear "Notification by phone call is ON/OFF".

3 Press **0** to modify the status of ON or OFF. Then, enter the phone number for notification by following steps 4 to 7 below.

4 Press **3** to scroll through the mailbox until you hear "There is no phone number for notification programmed" or "Notification phone number:..."

5 Press **0** to modify.

6 Teleserver Memo Pro prompts you to enter the phone number.

7 Enter the new notification phone number (begin with ***** for an outside line). Press **#** to end your entry.





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⑧ Press **1** to scroll backwards until you hear "Phone number for notification is off." Press **0** to switch the phone call for notification function on.

The operating steps for entering a phone number for notification has now been completed. You can now hang up or continue with other mailbox functions.





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5.8 Activate/deactivate Assistant Function

During your absence, for example, while you are on holiday, you can activate the assistant function. Callers are then informed that they will be transferred to an assistant or colleague of your choice. To do this, program the extension number of the assistant or colleague in Teleserver Memo Pro:

Operating steps

Activate assistant function and enter assistant extension number

1 Call Teleserver Memo Pro.

2 Press **3** until you hear "Personal assistant extension function deactivated."

3 Press **0** to activate the assistant function. If you have not entered a number, you will first have to enter the phone number of your assistant or representative according to steps 5 to 7 below.

4 In this case, press **0** to temporarily deactivate the function.

5 Press **3** until you hear "No personal assistant extension programmed..."

6 Press **0**, wait for the prompt, then enter the telephone number of your assistant or representative.

7 Press **#** to end entry of the number.

8 Press **1** to scroll back until you hear "Personal assistant extension function deactivated." Press **0** to switch the function on.

The operating steps for switching the assistant function on have been completed. You can now hang up or continue with other mailbox functions.

NOTE:

In your mailbox greeting, let callers know that they will be transferred to an assistant or representative (see Chapter 8.1). Make sure your assistant or representative has their mailbox in recording mode.

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5.9 Changing password for mailbox control

Your personal multi-digit password number protects your mailbox from being accessed by others. You defined the password number when you installed your mailbox. You are free to change it at any time.

Operating steps:

To change your password

- 1 Call Teleserver Memo Pro.
- 2 Press 3 to scroll in your mailbox until you hear "Password for mailbox control..."
- 3 Press 0 to change your password.
- 4 Teleserver Memo Pro prompts you to enter the new password.
- 5 Enter your password by using the digits 0 to 9.
- 6 For security reasons, Teleserver Memo Pro asks you to enter the password again.

Your new password for mailbox control is now stored and you can hang up or continue with other mailbox functions.

⚠ CAUTION:

Please memorize your password. If you forget it, you will not be able to access the mailbox. Your mailbox must be erased and re-installed. All messages will be lost!



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5.10 Select user language

Teleserver Memo Pro features several languages and makes using it easy for employees with different native languages.

Operating steps:
Select user language

- ① Call Teleserver Memo Pro.**
- ② Press **3** to scroll until you hear "User language..."**
- ③ Press **0** until you have set the language you want.**

The steps for selecting the user language have now been completed. You can now hang up or continue with other mailbox functions.





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6 INSTALLATION BY THE TECHNICIAN

CAUTION:

Teleserver Memo Pro may only be installed by an authorized service technician according to the following procedures. It is important that you refer to the safety precautions listed in Chapter 2.

Before beginning with the installation, please carefully read the handbook, especially this chapter. Make sure all requirements are fulfilled, as this could effect the proper functioning of Teleserver Memo Pro.

6.1 Parts checklist

NOTE:

Please pay careful attention while unpacking the unit to make sure that the delivery is complete and undamaged. Should you find damaged parts, it is very important that the unit is not installed under any circumstances. In such a case, please contact your supplier.

Checklist:

- 1 Teleserver basic unit
- 1 power supply
- 1 power supply cable
- 1 CD-ROM containing system-software
- 1 documentation package consisting of:
 - Installation and Operation Manual
 - Configuration manual for the PBX
 - Installation and Operation Manual on CD-ROM
 - 100 introduction booklets "First Steps with Teleserver Memo Pro" in local language

Depending on the applications required by the customer:

1, 2, 3, or 4 Voice Mail (VM) modules
2 cables for each module

Additional with Music and Information On Hold:

1 Music On Hold (MOH) module
1 Music and Information On Hold cable

Additional with V.24-Applications:

1 V.24-Power supply cable (depending on PBX)
1 V.24-Adapter 25 pins —> 9 pins (depending on PBX)



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6.2 General system requirements

Teleserver basic unit and modules

Teleserver Memo Pro is for PBX systems. The PBX must always be prepared and configured for connection to Teleserver.

Teleserver must be certified for each of the PBX types. Connection to the PBX occurs over an analog interface.

Teleserver functions with modules. These modules are inserted into the back of the unit, after removal of the back panel. Each module has access to 2 channels (e.g., 2 voice channels for each Voice Mail module). The Music and Information On Hold module is an exception, where one channel is accessed by the module.

 **CAUTION:**

Be sure to disconnect the power supply when inserting and removing the modules. Otherwise, the modules or unit may be damaged.

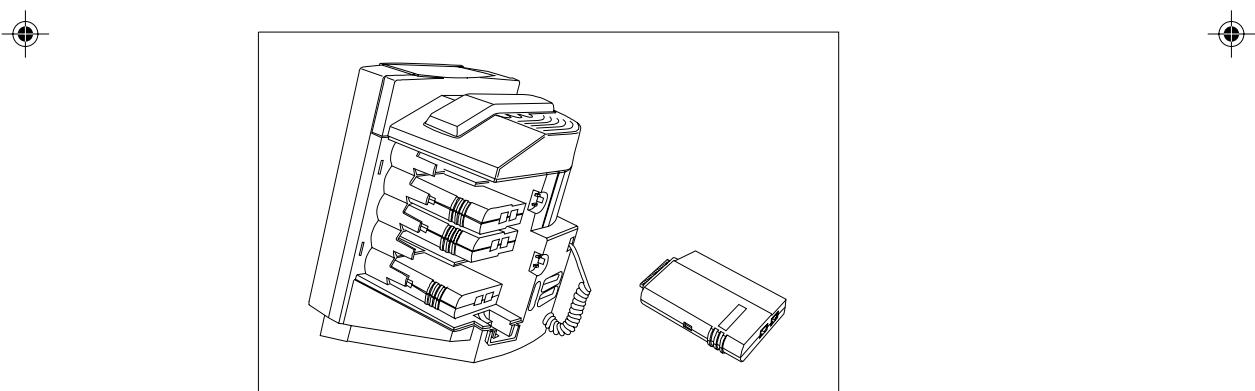


Figure 6: Back of Teleserver with modules (view without back panel)

External audio output:

Features a Music On Hold output to be connected to the corresponding input of the PBX.

 **NOTE:**

The Music On Hold (MOH) module only functions in the lowest module-space. Other modules, for example, a Voice Mail module, only function in the first four module spaces.



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Connection via a V.24-interface (COM 2):

If Teleserver is connected to the PBX via a V.24 interface, corresponding system requirements (e.g., equipping the PBX with a V.24 assembly group) are necessary.

This form of signalisation may be required when the Voice Mail protocol is transmitted to the Voice Mail system via a V.24 interface.

External audio-input:

Teleserver features an input (cinch) for playing music on hold, texts, and greetings on external reproduction equipment (e.g., DAT, CD-Player).

☞ NOTE:

When using the audio-input, please observe the security precautions found in Chapter 2, as well as the LINE input specification (see Chapter 7). The recording level is regulated automatically.





Teleserver Memo Pro Installation and Operation Manual

6.3 Connecting Teleserver Memo Pro to the PBX

6.3.1 Installing the modules

Before switching Telserver on, insert the desired amount of modules into Teleserver. To do this, remove the back panel by pushing both clips to the left and remove the white plastic covers (see **Figure 7**). Insert the modules according to the sequence described in **Figure 8** and **Table 4**. Please make absolutely certain that Teleserver is not connected to any power supply.

CAUTION:
The power supply must be disconnected when inserting and removing modules. Otherwise, the unit may be damaged.

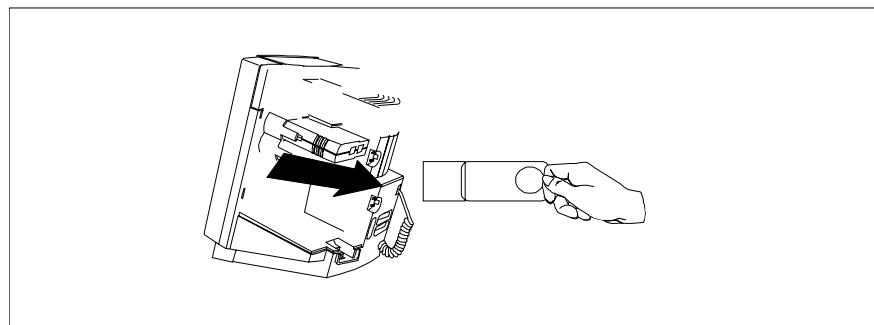


Figure 7: Remove white plastic cover before insertion! Leave the plastic cover on the unused module spaces for protection!

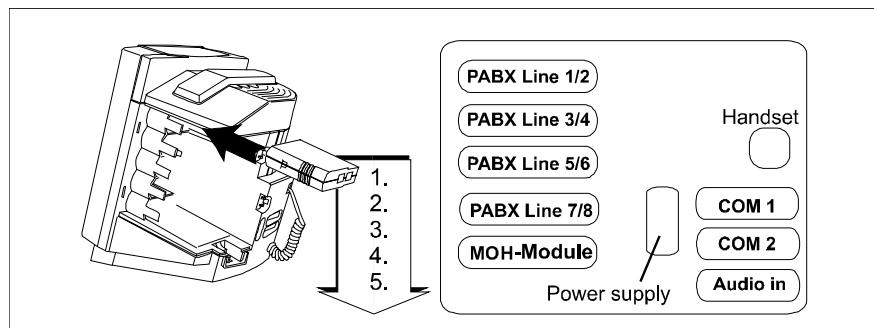


Figure 8: Installing the modules: remove the back panel and insert the modules (see Table 4)

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Position in Teleserver	Module	Name of the module space in Teleserver	Module function
Top space in Teleserver	z.B. VM Voice Mail	PABX Line 1/2	Channels 1 and 2 for connection to the PBX
Second space from the top	z.B. VM Voice Mail	PABX Line 3/4	Channels 3 and 4 for connection to the PBX
Third space from the top	z.B. VM Voice Mail	PABX Line 5/6	Channels 5 and 6 for connection to the PBX
Fourth space from the top	z.B. VM Voice Mail	PABX Line 7/8	Channels 7 and 8 for connection to the PBX
Bottom space	MOH	PABX MOH	Music On Hold module

Table 4: Order of installment for modules

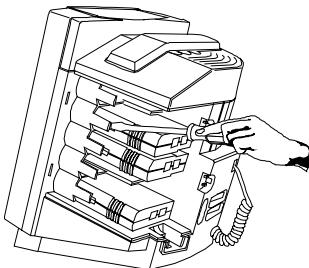


Figure 9: Removing modules: use a screwdriver if necessary to remove the modules (carefully wiggle the module out by holding the plastic edges on the side of the module space outwards).

NOTE:

Please observe the correct order of the channels and thus of the modules. Insert the modules into Teleserver beginning with the first modules in 'PABX Line 1/2', the second module in 'PABX LINE Line 3/4' etc. Using the channels 3 - 8 is not possible if a module has not been installed in 'PABX 1/2' first.

CAUTION: External units connected to the Music On Hold Interface must also meet the safety regulations of SELV according to EN60950.



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6.3.2 Installing analog ports

The cables enclosed with the modules are needed for connection to analog or digital ports. Please refer to the enclosed configuration manual for connection of the Western-plugs. The enclosed integration notes will explain how the modules should be connected.

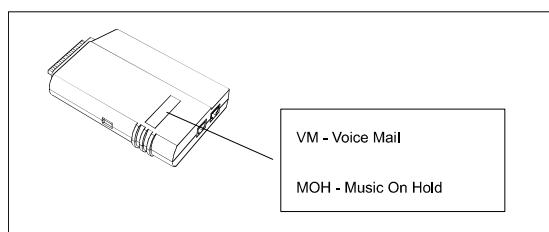


Figure 10: Module type described in label on side of module

6.3.3 Installing V.24-interfaces (COM 2)

Teleserver features 2 serial V.24-interfaces (COM 2 and COM 1 on the back of the unit). **Table 5** shows the placement of the 25pin-connections.

Connection to COM 1 bzw. COM 2	Function
1	-
2	TXD out
3	RXD in
4	RTS out
5	CTS in
6	DSR in (optional)
7	Signal GND
8	CD in (optional)
9...19	-
20	DTR out (optional)
21	-
22	RI in (optional)
23...25	-

Table 5: Placement of the V.24-interface COM 2 and COM 1

Assignment of V.24 interfaces in Teleserver:

V.24-interface COM 2 —> Voice Mail application (*subject to change*)
V.24-interface COM 1 —> diagnosis, special functions (*subject to change*)

The desired COM port is connected to the PBX via a V.24-cable at a designated port. Please refer to your PBX's configuration manual for configuration of V.24 ports of the PBX.



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6.3.4 Installing the Music On Hold port

Connect the Music on Hold cable supplied with Teleserver Memo Pro to the Telephone Interface Unit's Music output.

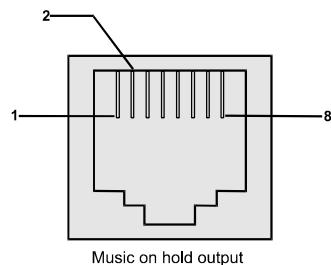


Figure 11: Connection

Standard MOH Mode 2
600 Ohm
600 Ohm
not used

Table 6: Connection of the MOH-Output for the given mode



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6.4 The menu 'MAINTENANCE'

6.4.1 Begin operation with Teleserver Memo Pro

CAUTION:

The telephone parameters should only be entered/modified by a qualified technician. You should not change 'PBX type', 'Password length' or 'Digits in mailbox ext.' after the system has been in use. Any change deletes all mailboxes including all messages and programmed options. It is mandatory to read the security precautions before using Teleserver Memo Pro (see Chapter 2).

First, fill out the following table. You will require this information when programming Teleserver Memo Pro for the first time. Your customer contact will also require the information.

Parameters	Setting
PBX type	
Password length	
Digits in mailbox extension	
Operator extension number	

Operating steps:

Setting telephone parameters

- 1 When all installation steps in Chapter 6.3 have been completed, connect the power supply plug to Teleserver. Connect the cable to the power supply and then to an outlet.

Teleserver will then start a system test. Afterwards, you will see the first menu for setting the parameters.

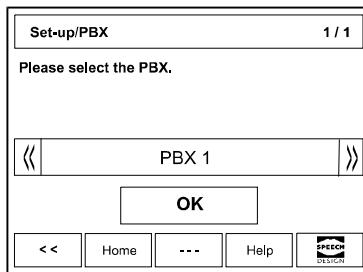
Manufacturer Password Input Menu								
Password- entry	1	2	3					
	4	5	6					
	7	8	9					
	---	*	0	#				
<<	Home	---	Help					



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2 First, enter the manufacturer password. You will find this in the accompanying installation notes for installation of your PBX type.

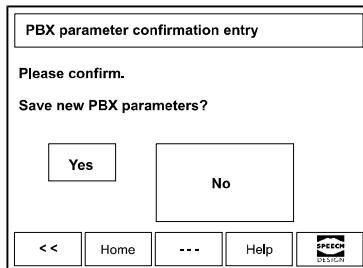
3 Press **OK** to confirm. The system will restart. Afterwards, you will see the following display:



4 Select the PBX type with **OK**.

Press **OK** to confirm.

5 Teleserver Memo Pro will ask you to save the parameter change (i.e., the definition of the PBX)

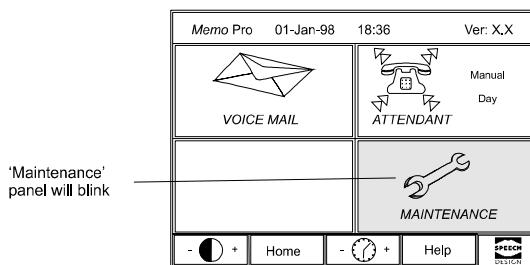


6 Press **Yes** to save the new parameters. Teleserver Memo Pro will restart. You can

return to the Home menu by pressing **No**.



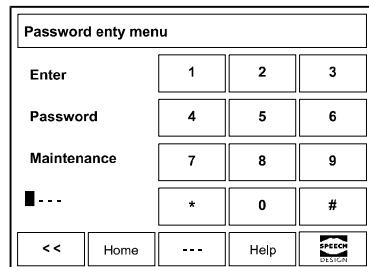
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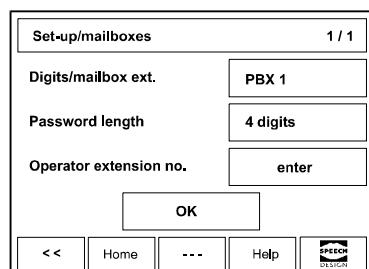
NOTE:

The blinking of the 'MAINTENANCE' panel means that the setting of essential parameters has not yet been completed. A few may have been forgotten.

7 Press 'MAINTENANCE' and enter the password '5 9 9 1' to change the parameters (e.g., the PBX type)



8 Select the PBX type and press **OK** to confirm. You will then see the following screen.





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9 Set the following parameters according to your PBX:

'Number of digits in the extensions'

(The amount must be identical to the amount of digits in the extension numbers.)

'Password length'

'Operator extension number'

10 Press **OK** to confirm.

NOTE:

The operation of the Automatic Attendant (automatic call answering) and the entry into the 'MAINTENANCE' menu is only possible when

- 1) the '*Operator extension number*' has been entered and
- 2) when the switchboard has been rerouted to Teleserver Memo Pro.





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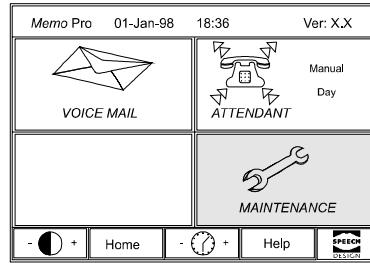
6.4.2 Changing telephone parameters

The first operation steps have been completed. You can now change the standard settings anytime using the password '5 9 9 1'. You can also view the settings in a read only mode using the password '8 9 9 1'. In this way, you have an overview of the settings without being able to unintentionally change them.

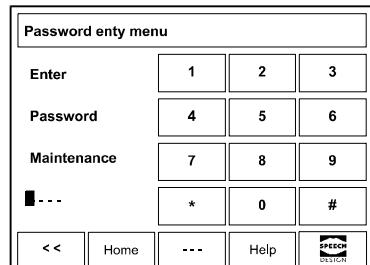
Operating steps:

To change telephone parameters

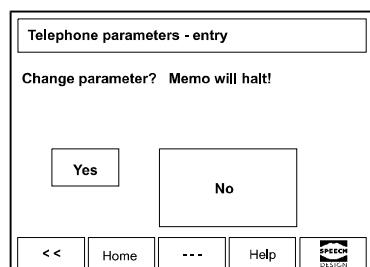
- 1 Select 'MAINTENANCE'



- 2 Enter the password '5 9 9 1'.



After entering the password, you see the following screen:



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③ Press **Yes** to confirm your desire to change the telephone parameters. Then you reach the first 'Telephone parameters' menu.

⚠ CAUTION:

Teleserver Memo Pro will be temporarily halted when parameters are changed. This means current phone calls will be cut off and no more calls will be received. However, the music and information on hold will continue to play.

Telephone parameters		1 / 4
PBX type	PBX 1	
Digits in mailbox ext.	4 digits	
Password length	3 digits	
Operator ext. number.....	Enter	
<< Home >> Help SPEECH DESIGN		

Maximum digits in extension
3, 4, or 5 digits possible

④ Press **>>** to scroll through three sub-menus, in which you can set the parameters.

Telephone parameters		2 / 4
Message duration.....	02 Minutes	
Display language.....	English	
Standard mlbx language.....	English	
Stand. system language.....	English	
<< Home >> Help SPEECH DESIGN		

Message duration of 2 to 20 min.
Display language
Mailbox language can be set by user
System language for whole company

Telephone parameters		3 / 4
Outside line.....	0	
MWL On sequence.....	PBX-specific	
MWL Off sequence.....	PBX-specific	
Reset system.....	OK	
<< Home --- Help SPEECH DESIGN		

Numbers to dial for an outside line
Change the sequences for Message Waiting Lamp
Set back to original factory settings

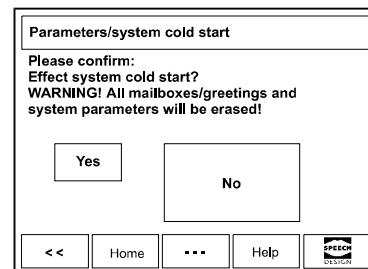


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⚠ ACHTUNG:

If you restart the system, all mailboxes along with any messages and comments will be lost. You see the following warning before a system reset is started.

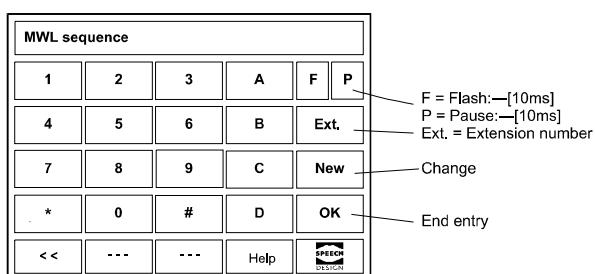


The Message Waiting Sequenz

This function is only available if Teleserver is not connected to the PBX via a V.24-interface.

Operating steps: To modify the Message Waiting Sequence

Should you have to change the Message Waiting character string, you will see the following menu after selecting the parameter 'Message Waiting on' or 'Message waiting off':



You can freely define the character string which switches the Message Waiting Lamp on or off.



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① Select **New** and enter the character string.

② Example: the character string to switch on the Message Waiting Lamp is 761 for the following extensions.

③ Please enter **New**, '7 6 1', **Ext.**, extension number, **OK**.

④ Pauses can be entered with 'P' followed by a 3-digit pause duration parameter (multiple of 10 ms) at any position in the string (e.g., P = 023 _ pause of 230 ms)

6.5 After installation

Teleserver Memo Pro is now ready for use. Look for a person within the company to be the main contact for Teleserver Memo Pro. Install a mailbox together. Refer to the enclosed "First Steps With Teleserver Memo Pro" booklet, as well as the attached cards. These should all be filled out by your contact and distributed to all users.

Your contact requires the following information from you:

- ① **Teleserver Memo Pro's phone number** (Number of the hunt group the system is connected to). This is the number users will call
- ② **Length of the password for remote access to Teleserver Memo Pro** (the number of digits you determined in the 'MAINTENANCE' menu, 3, 4, 5, or 6 digits.)
- ③ **Call divert**
For Teleserver Memo Pro to receive calls, the telephone must be programmed to reroute that extension's calls to Teleserver Memo Pro (all calls/busy/no answer). Please instruct your contact on how to activate and cancel the various diverts that the system is capable of, and ask him or her to pass this information on to colleagues.

NOTE:

Important for the telephone technician: you will also find the above information on the Teleserver Memo Pro documentation packaging.



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7 SPECIFICATIONS

Number of ports (depending on the model):	2 to 8
Number of voice mailboxes (depending on the model):	up to 1000
Recording capacity:	up to 37 hours
max. length received messages:	adjustable, 2 to 20 minutes
max. length of inter-office messsages and comments:	8 minutes
Voice digitization:	ISDN (64 kbs)
Notification by phone call:	yes
Date/time stamp for messages:	yes
Voice prompts:	choice of several languages
Password length:	adjustable 3 to 6 digits
Private message function:	yes
Assistant function:	yes
Auto Attendant:	yes
Automatic call transfer:	with DTMF
Line-in sensitivity:	Stereo, cinch plug Impedance: 47 kΩ Voltage: 24m Vrms - 775 mVrms (automatic level control)
MOH-Output:	600 Ω pot.-free, with or without loop current
Dimensions (L x W x H):	
Main unit:	280 mm x 250mm x 350 mm
Module:	95 mm x 30 mm x 160 mm
Weight:	
Memo Pro main unit:	ca. 5,3 kg
Module (each):	ca. 0,2 kg
Power supply:	ca. 0,7 kg



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Electricity supply:

nur Netzteil UP05813010 verwenden!

Main unit:

100 - 250 V AC / 50 - 60 Hz

Power consumption:

max 45 VA

Environmental:

0 - 40° Celsius

Storage:

15 - 95 % relative humidity

Operation:

10 - 35° Celsius

15 - 75 % relative humidity





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8 APPENDIX

8.1 Greeting examples

Automatic Attendant without DTMF call-transfer option

Day greeting:

"Welcome to The Good Company. Please wait a moment, we are transferring your call."

Night greeting:

"Welcome to The Good Company. You are calling outside of our office hours. Please leave us a message after the tone, or send us a fax at the number ... We will be happy to return your call. Thank you."

Holiday greeting:

"Welcome to the Good Company. Due to a regional holiday, our offices are closed. Please leave us your name, telephone number, and reason for calling. We will return your call tomorrow."

Automatic Attendant with DTMF possibility of dialling extensions

"Welcome to The Good Company. Before our operator answers, you have the possibility of transferring your own call by pressing one of the following numbers. For the Orders Department, press 1, for Sales, 2, and for Service 3."

Individual mailbox texts

Example of a mailbox greeting without call transfer through silence and without option to "dial out" of the mailbox with a touch-tone (DTMF) phone

"This is the voice mailbox of Jane Smith, The Good Company Ltd! I am attending a seminar today until 1 o'clock. Please be so kind as to leave a message after the tone. I will return your call after 1:30. Thank you!"

Example of a mailbox greeting with call transfer by remaining silent (also for the Assistant Function)

"This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please leave me a message after the tone. I will return your call after 1:30. **If you would like to speak to the operator (my assistant/representative) just hold, you will be transferred automatically to the switchboard.**"

Example of a mailbox greeting with option to "dial out" of mailbox

This is the voice mailbox of Jane Smith, The Good Company Ltd.! I am attending a seminar today until 1 o'clock. Please leave me a message after the tone. I will return your call after 1:30. **If you would not like to leave a message, please press extension... and you will be transferred to my assistant Mr..."**



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Example for using the Assistant Function:

"Welcome to the mailbox of Jane Smith, The Good Company. I am on holiday until the 7th of August. Please wait a moment, and you will be transferred to my representative Mr. Huber."





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8.2 List of text examples for company greetings

Automatic call answering without DTMF option	
<p>After Day greeting.....transfers Teleserver Memo Pro to the following target extension</p> <p>“Welcome to”</p> <p>(Name of company)</p> <p>“Please wait a moment, we will answer your call shortly.”</p>	<p>Enter number of target extension</p>





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Automatic call answering with DTMF option

After the Day greeting.....

"Welcome to

(Name of company)

You can transfer your own call to your department of choice by dialling
(Enter the department or staff member:)

Teleserver Memo Pro transfers calls to the following target extensions

Enter which target extensions (staff member/extension number) are behind the short-dial numbers.

1 for _____

#1 for _____

2 for _____

#2 for _____

3 for _____

#3 for _____

4 for _____

#4 for _____

5 for _____

#5 for _____

6 for _____

#6 for _____

7 for _____

#7 for _____

8 for _____

#8 for _____

9 for _____

#9 for _____

Please wait a moment, you will
be transferred to the operator."



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8.3 List of copyright-free titles delivered with Telserver Memo Pro

The following 24 Titles ('Title 1' 'Title 24') are stored in Teleserver Memo Pro's digital memory. They were composed for use in SPEECH DESIGN products and are copyright-free.

1. Countryside (soft pop 1)
2. Journey back home (soft pop 2)
3. The valley of golden flowers (meditation 2)
4. Rondo Fantastico (classic 1)
5. Hang loose in Kingston (Reaggae 1)
6. Playground (classic 2)
7. Flight over the mountains (soft pop 3)
8. Key West sunrise (modern pop 3)
9. Meeting the woods (meditation 3)
10. Sweeping guitar
11. Winter's grace (classic piano 1)
12. Ambitious love (classic piano 2)
13. Medieval market (classic 3)
14. Christmas tune
15. Summer breeze (soft pop 4)
16. Streets to paradise (modern pop 2)
17. Eagles in the sky (meditation 1)
18. Hansestadt
19. New York Tab (jazz)
20. Live so bright (modern pop 1)
21. Planter's kiss (Reaggae 2)
22. Children's song
23. La Cucaracha
24. Crystal waters (meditation 4)



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8.4 Information on copyrights for Music On Hold

Most countries require registration at the national copyright agency for playing music on hold from commercial CDs. In this case, it is necessary to pay a minimal fee.





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8.5 Sound studio contact

Fax Inquiry

Outside the UK, please fill out and send to:

ProEmotion Carolin Pukke
Kreilingstrasse 30
90408 Nürnberg
Tel.: +49/911/35054 0

Fax: +49/911/35054 15

Please call us.

Company: _____

Your name: _____

Address: _____

City/Postal code: _____

Country: _____

Telephone (extension): _____

Fax: _____

You can best reach me

on (date): _____ at (time): _____

I am particularly interested in information about:

- A professional company greeting for Teleserver Memo Pro
- Music on hold
- ACD solutions
- Changing music and information on hold online for company branches
- Training/Voice Mail coaching
- Call Center

We look forward to hearing from you!



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Fax Inquiry

Within the UK, please fill out and send to:

Mirror Audio Ltd.
PO Box 1641, Slough
Berkshire
SL2 4YX

Fax: +441932 710746

Please call us.

Company: _____

Your name: _____

Address: _____

City/Postal code: _____

Country: _____

Telephone (extension): _____

Fax: _____

You can best reach me

on (date): _____ at (time): _____

I am particularly interested in information about:

- A professional company greeting for Teleserver Memo Pro
- Music on hold
- Changing music and information on hold online for company branches

We look forward to hearing from you!



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**8.6 Order form for booklets
"First Steps with Teleserver Memo Pro"**

Fax Order Form

Please fill out and send to:

SPEECH DESIGN GmbH
Industriestr. 1
D-82110 Germering
Fax: +49/89/89458-359



**Please send us (free of charge) _____ booklets
"First Steps with Teleserver Memo Pro".**



Company: _____

Your name: _____

Address: _____

City/Postal code: _____

Country: _____

Telephone (extension): _____

Fax: _____

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